



*An HVM Customer Testimonial*

# HVM Expands Multi-Site Reliability Program Through Enterprise Infrared Scanning Initiative

*HVM delivered a large-scale, enterprise-wide infrared (IR) scanning program across dozens of sites, standardizing electrical maintenance practices and strengthening long-term reliability planning. The engagement expanded from regional support into a multi-state program, driving ongoing maintenance growth and deeper customer alignment.*

## Background

A major North American energy infrastructure organization operates a geographically diverse network of electrical facilities across the United States, supporting critical utility and energy delivery operations. With sites spanning the Northeast, Midwest, and Central regions, maintaining electrical system reliability and safety is essential to secure operations.

HVM's relationship with the customer began through regional project work in eastern Ohio and Pennsylvania during the early stages of the business. Through consistent execution and strong collaboration with field technicians and site personnel, the engagement expanded into additional regions, including Connecticut, Maine, western Ohio, and Kentucky. These early successes established trust and positioned HVM as a reliable field services partner.

A key turning point occurred following a safety-related electrical incident involving a relay issue at one of the customer's sites, which elevated concerns at the corporate level. In response, leadership initiated a company-wide initiative to improve visibility into electrical system conditions and reduce operational risk across all facilities. Through an internal referral, HVM was engaged to support a large-scale infrared (IR) scanning program spanning hundreds of sites, marking the transition from regional support to an enterprise-wide maintenance program and leading to a formal Master Service Agreement.

## Company Profile

A major North American energy infrastructure company operating an extensive network of facilities across multiple states, supporting critical energy delivery and utility operations.

## Industry

Energy and Utilities

## Location

United States (multi-state operations across Northeast, Midwest, and Central regions)

## Benefits

- Standardized electrical maintenance practices across a large, multi-site infrastructure footprint
- Improved visibility into electrical asset health through consistent infrared scanning and reporting
- Reduced operational risk through enterprise-wide adoption of preventive maintenance practices
- Improved budgeting and planning through proactive, multi-year maintenance alignment
- Strengthened long-term reliability strategy through expanded maintenance testing and engineering support

# Challenge

Executing an enterprise-wide infrared scanning program across dozens of distributed sites required significant coordination and operational alignment. Each facility operated independently, requiring careful scheduling and communication between plant managers, technicians, engineering teams, and field operations personnel to ensure successful execution.

Every site required individual planning, including technician assignments, scheduling coordination, and completion of standardized job documentation aligned with site-specific safety and operational requirements. Because IR scans were performed by different technicians across multiple locations, maintaining consistency in data collection, reporting, and execution methodology was essential.

The scale of the program required efficient resource deployment across a wide geographic footprint. Technicians were frequently routed across multiple states, with some completing several sites within a single week to meet project timelines. Balancing speed, consistency, and safety across a distributed execution model required a highly structured approach. In addition, the customer required alignment with internal capital planning and budgeting cycles. Maintenance forecasting and pricing needed to be developed well in advance of budget submission deadlines, requiring accurate scope definition and proactive communication to support long-term planning.

# Solution

HVM implemented a structured, scalable execution model to support the multi-site infrared scanning initiative. Centralized scheduling and coordination processes were established to align all stakeholders and ensure consistent execution across every site. Standardized workflows were developed for job planning, documentation, and reporting to maintain uniformity across regions and technicians.

Field technicians were strategically deployed based on geographic efficiency and scheduling requirements, enabling multiple sites to be completed within compressed timelines while maintaining quality and safety standards. Each infrared scan followed a consistent methodology to ensure reliable and repeatable results across the entire facility portfolio.

As the program expanded, the same execution framework was extended across additional territories, including other regions, creating a unified enterprise approach to infrared scanning and electrical condition monitoring. The success of the initiative transitioned the engagement from a one-time project into a recurring annual maintenance program.

HVM also supported long-term reliability planning by engaging early in the budgeting cycle and providing detailed maintenance proposals ahead of internal submission deadlines. This proactive approach enabled the customer to plan future maintenance activities more effectively and establish a multi-year reliability roadmap.

## Results

- ✓ Executed a large-scale infrared (IR) scanning program across 65 sites in 13 states throughout the Midwest and Northeast
- ✓ Expanded infrared scanning to 30 additional sites in the Central territory, creating a unified maintenance approach
- ✓ Established an annual infrared scanning program to improve long-term visibility into system condition and reliability
- ✓ Strengthened maintenance planning through proactive engagement and aligned budgeting
- ✓ Increased adoption of maintenance testing and engineering services across the enterprise footprint