

How Xcel Energy Transformed Their Employee Experience

MINDSET



An industry leader, Xcel Energy provides the energy that powers millions of homes and businesses across eight Western and Midwestern states. Headquartered in Minneapolis, the company is a leader in responsibly reducing carbon emissions and producing and delivering clean energy solutions from a variety of renewable sources at competitive prices.



Founded in 1909



Minneapolis, MN
Headquarters



3.6 Million Electric
Customers
2 Million Natural
Gas Customers



Serve 8 States

The Opportunity

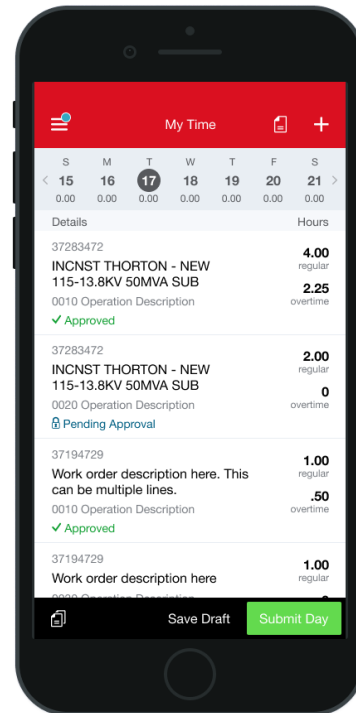
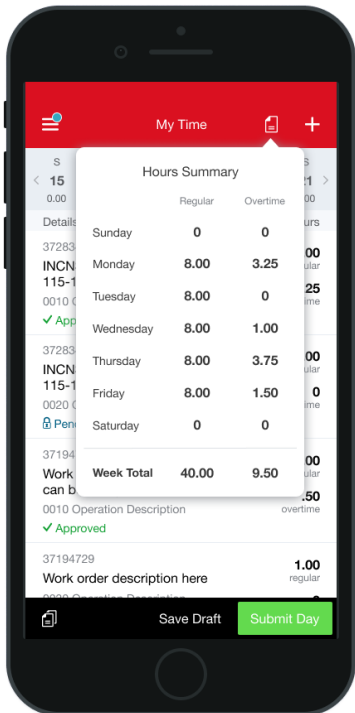
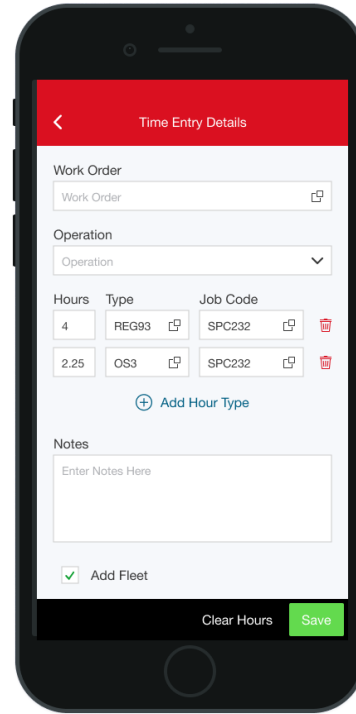
Xcel employs thousands of field workers charged with keeping power safely flowing to homes and businesses. In 2020 the company decided they wanted to make adjustments to how field workers tracked their hours, making it easier and more convenient for their team.

Xcel had shifted to SAP in 2017 and over the next couple of years updating systems and replacing field devices. By 2019 Xcel's Operations team had identified Field Employee Experience as a top initiative.

The time entry system in place was slow and cumbersome. It required that Xcel's field workers be on a desktop to enter their hours worked which often meant they could not enter their time until back in the office or at home. Mindset had been helping Xcel since 2016 and was tapped to help transform the process.

The Solution

Based on input gathered from Design Thinking sessions with the field team, Mindset created a Fiori application hosted on SAP's Cloud Platform to allow the field workers to access their time cards on their mobile device while in the field.



The Result

Xcel's new Fiori mobile Field Time Entry application saved each field worker over 20 hours per year. This spread across all Field users resulted in significant cost savings estimated at several Million dollars Annually. As a result, the Xcel team that led this project was recognized with a company wide award for innovation. Even better were the responses from the team:

“

This is a BIG win - for our field crews, the employee experience overall - and this team for showing how a small focused team can deliver some pretty cool new capabilities!" ~ Tim Peterson CIO

”

“

"It is pretty cool that the changes I requested were completed within a day. We usually have to wait months or a year before we see updates to our current systems" ~ Field Worker

”

“

"We spend so much time on administrative job prep before we can even start the work. We need mobile tools like this that save time and can be available on a phone for quick completion on the fly". ~ Field Worker

”

“

"Xcel Energy employees are working safe, working better, and more connected" ~ Brett Carter SVP

”