

DRIVING FIELD WORKER EFFICIENCIES

WITH ZEBRA TECHNOLOGIES' MOBILE TERMINALS AND SYGIC NAVIGATION



VÝCHODOSLOVENSKÁ DISTRIBUČNÁ, A.S., RWE GROUP

Východoslovenská distribučná, a.s. is an energy company primarily responsible for distributing electricity, via its own distribution system, to end customers and for providing distribution-related technical services. In eastern Slovakia, it owns a 21,000 km distribution system and distributes electricity to more than 600,000 supply points. As a large proportion of its services are provided through fieldworkers, Východoslovenská distribučná, a.s. has implemented a high-end solution based on Zebra Technologies' mobile technology and partner applications facilitating enhanced fieldwork efficiency. Besides Zebra Technologies' MC75 3G mobile terminals with Wi-Fi support, the solution includes Sygic navigation, which has a unique route planning algorithm enabling major cost savings to be made in transport. Furthermore, there is no need for drivers to enter any addresses because the exact service site is automatically collected from the central system. This solution from Zebra Technologies and its partners has allowed Východoslovenská distribučná, a.s. to take a major step forward in its quality of service.

CUSTOMER PROFILE

Organisation:
Východoslovenská distribučná,
a.s., RWE Group

Headquarters:
Košice, Slovakia

Area of operations:
Services – energy, electricity
distribution

Zebra Technologies products:

- MC75 Worldwide Enterprise
Digital Assistant - 80 units
- 3-year Bronze Service From
the Start contract

Partner:
Sygic a.s.

CASE STUDY

VÝCHODOSLOVENSKÁ DISTRIBUČNÁ, A.S., RWE GROUP

“We needed a solution which would enable us to efficiently organise our field work operations and would integrate with our existing systems. All the technologies which we now have in place, including the MC75 mobile terminals from Zebra Technologies with Sygic Navigation, are absolutely first-class. We are delighted to have created a smoothly functioning field work unit, which delivers enormous added value to Východoslovenská distribučná.”

Peter Kopčák, Measurement Section Manager, Východoslovenská distribučná, a.s.



BACKGROUND AND OBJECTIVE

Východoslovenská distribučná, a.s. owns a widespread distribution network, which extends into remote locations. It is responsible for more than 20,000 km of energy distribution facilities and over 600,000 supply points. In the face of such parameters, an efficient mobile work method is an absolute must – service engineers and other employees spend the vast majority of their working hours in the field. In addition to sound planning and optimisation, keys to servicing success lie in optimal route planning and in simplifying communication between vehicle crews and the head office.

Východoslovenská distribučná, a.s. did not previously use any IT support for its mobile work methods. This resulted in unnecessary downtime, inefficient procedures and, consequently, higher costs.

SOLUTION

Východoslovenská distribučná, a.s. had a few key requirements: hardware and software support, vehicle tracking and ease of integration with its current systems architecture, comprising SAP ISU, SAP ESM and SAP HR, for example.

Based on a recommendation from Aston ITM, Východoslovenská distribučná, a.s. opted to equip its field teams with eighty Zebra Technologies' MC75 Worldwide Enterprise Digital Assistants. The terminals are very robust and have a clear 3.5" screen offering 640 x 480 pixel resolution. They also offer 3G wireless connectivity, high quality GPS via a SirfStar III GPS chip and incorporate a generously sized QWERTY keyboard, as well as a fast barcode reader.

Another key reason for choosing hardware from Zebra Technologies is that it offers extensive service coverage throughout Slovakia. Východoslovenská distribučná, a.s. opted for a three-year Bronze Service From the Start contract.

Besides the Sygic Navigation software for professional drivers, maps of Slovakia and the PosAm Servio fieldworker management application, which includes data collection, the solution also incorporates myAmbient Utilities. This mobile application can retrieve and display essential information to increase the efficiency of mobile engineers directly on the terminal and acts as a platform for two-way data communication.

BENEFITS

The new solution is delivering numerous benefits. The automation of individual processes has significantly cut paperwork and associated costs. The opportunity for field workers to access necessary information on screen has reduced human error and delivered a general improvement in efficiency. Field workers are now working 20% more productively and can concentrate on their work without being distracted by irrelevant operating or administration issues. The Sygic Navigation software allows service sites to be found more quickly and more precisely; company mileage and costs have been reduced.

The smooth integration with existing company systems and the ease of automated data transmission to and from the SAP system is also critical, view the comprehensiveness of the solution and its application company wide.

Východoslovenská distribučná, a.s.'s senior management team is delighted with the results. The fact that its teams have found the MC75s so easy to use and have immediately adopted the new solution ensures a good ROI. However they are also looking at implementing new mobile applications in the future, which will further increase the ROI. Moreover their investment is soundly protected with the service contract agreed with Zebra Technologies.

Applications:

- Sygic navigation with fleet management support and maps of Slovakia
- myAmbient Utilities for two-way communication between the central system and fieldworkers
- PosAm Servio for fieldworker management

Benefits:

- More than 20% increase in field worker efficiency and productivity
- Improved planning, optimisation and the possibility of drawing on feedback
- Automated two-way communication, including the management of individual service sites
- A 50% reduction in administration and paperwork
- Precision-navigation, reduced overall mileage and faster arrival at the destination
- Document computerisation with all the advantages of working with digital information, including archiving, validation and retrieval
- A 90% decrease in paperwork costs
- A high degree of investment protection guaranteed by the stable brand and extensive sales and service network

For more information about how Zebra Technologies can help you improve your customers' retail experience, then please visit www.zebra.com

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