
European utilities company

Automating field service management



Trusted partner for your Digital Journey

Atos

An electric, gas and water provider automated its field workforce activities with Atos to deliver paperless maintenance processes and better customer experiences.

The context

Restrictive pricing structures along with aging infrastructure and multiple bespoke platforms and applications can make digital transformation a challenge for utilities. Technology investment by utilities must be undertaken to help drive down operating costs, allowing any savings to be reinvested into more digital transformation activities. Revamping workforce management, a largely manual and paper-based process, helped this customer save money, time and enabled them to better serve their customers.

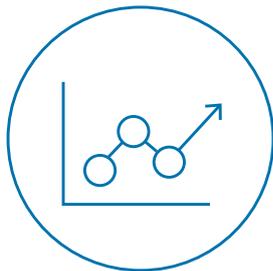
The challenge

This natural gas, electricity and water distributor supplies residential, commercial and industrial customers throughout Italy. The company wanted to modernize and mobilize its workforce management process for repairs, service calls and maintenance.

Much of its workforce management process was paper-based and manual, with little connection to back-end systems such as ERP, legacy invoicing and meter reading. This caused repair and service calls to take longer and required technicians to do more work to close out tickets. It also meant that technicians had to go to a central office to pick up their work orders each day.

The solution

Atos developed a Salesforce.com-based mobile and web workforce management solution. The solution utilizes the Salesforce Field Service Lightning platform to optimize scheduling and resource management. A TIBCO-based integration layer enabled communication between front-end and back-end systems while decoupling the new and legacy systems. The Atos solution enabled field service technicians to manage customer service requests and planned maintenance activities via a mobile application or tablet. Atos continues to work with this customer to utilize more of the services and functionality available with Field Service Lightning.



Business benefit

The Atos solution streamlined workforce scheduling and allocation which increased field technician productivity. The new paperless processes and mobile access to back-end systems increased accuracy and enabled unified management of customer requests.

- The new solution introduced a workforce management process that is 98% paperless.
- The intuitive solution reduced change management efforts and expedited rollout and implementation.
- Automated work order prioritization and real-time visibility enabled technicians to improve average response time and led to improved customer experience.

- Planned maintenance activities were also automatically scheduled which helped to optimize work scheduling and routing.
- Technicians were able to save time by not having to stop by a central office to pick up work orders.
- Recognized by Salesforce.com as a top reference for Field Service Lightning.

For more information: atos.net

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