

CASE STUDY

KONING & HARTMAN'S FIELD ENGINEERS ENHANCE CUSTOMER SERVICE AND INCREASE PRODUCTIVITY



KONING & HARTMAN'S FIELD ENGINEERS ENHANCE CUSTOMER SERVICE AND INCREASE PRODUCTIVITY WITH TENSING'S MOBILE FIELD SERVICES TECHNOLOGY



KONING & HARTMAN

Koning & Hartman focuses on delivering products and services for industrial, telecoms, cable and energy-related infrastructure – total solutions that make the business processes of its clients better, faster and more cost-efficient. The company's employees are service minded, an ethos complemented by investment in new technologies that help elevate service quality. Koning & Hartman employs 500 people. Its head office is located in Amsterdam, with regional offices in Delft, Veenendaal (The Netherlands) and Vilvoorde (Belgium).

www.koningshartman.com

CUSTOMER PROFILE

Organization

- Koning & Hartman
- The Netherlands

Industry

- Maintenance (telecoms systems)

Hardware

- Motorola MC55 Enterprise Digital Assistant (EDA)

Partner

- Tensing

CASE STUDY

KONING & HARTMAN'S FIELD ENGINEERS ENHANCE CUSTOMER SERVICE AND INCREASE PRODUCTIVITY

“Our mobile engineers oversee critical telecom infrastructures 24X7 for major mobile operators and the emergency services. Given the importance of the equipment, we work with strict service agreements. To meet the requirements of these agreements, we have deployed Enterprise Digital Assistants (EDAs) running Tensing’s Mobility Platform. The technology helps us schedule the right engineer, with the right equipment and advise him or her of the best route to the site, ensuring we reach customers as fast as we can and quickly resolve problems when we get there. We are very pleased with the system – our processes are much more efficient, response times have improved, and we are handling more calls with the same number of people.”

Richard den Braber
Director Managed Services, Koning & Hartman

CHALLENGE

Enhance operating efficiencies

Koning & Hartman maintains critical telecoms infrastructures for its customers. Previously, the company managed engineers using paper-based processes. Due to the nature of the work, the company adheres to strict SLAs, especially around ‘time to fix’. With this in mind, it set out to search for a mobile computing system that could automate its workforce management systems to deliver efficiencies and ultimately complete jobs faster.

SOLUTION

Tensing’s Field Service Solution

Koning & Hartman deployed Tensing’s Field Service Solution on MC55 EDAs. The advanced solution provides a wide range of pre-configured applications including automatic job scheduling, dispatch services, GPS guidance to route engineers to jobs, and reporting from the field using standard field service workflows. Customers can also report faults online and trace order progress and the location of engineers using a web portal.

BUSINESS VALUE

Increased productivity, enhanced operating efficiencies and improved customer service time

Improvements to planning engineers’ daily schedules and managing ad hoc customer requests are delivering significant time savings. Further efficiencies are generated by electronic reporting – previously, paper reports had to be manually inputted into back office systems. Furthermore it’s estimated that GPS guidance is reducing the time and distance engineers spend driving by 30 and 20 percent respectively. The engineers access information such as maintenance manuals on their device to assist them in completing jobs faster, whilst all data recorded in the field is sent in real-time to the business. Customer satisfaction is being enhanced as problems are resolved quicker and customers can view order status on a web portal. Critically, costs are falling, as Koning & Hartman is removing inefficiencies and incurring fewer SLA breaches whilst 10 percent more orders are being completed by the same number of engineers.

Applications

The Tensing Field Service Solution, part of the Tensing Mobility Platform supporting:

- **Job scheduling:**
Tensing Scheduler for the optimum planning of engineers’ schedules based on incoming support requests
- **Dispatch services:**
Tensing Dispatch interface with key back office systems to assign orders to mobile engineers based on customizable criteria
- **Route guidance:**
Integrated ALK Copilot software on the MC55 EDA guides engineers efficiently to their jobs
- **Work order management:**
Engineers can consult and register context based information via their EDAs, such as details on the fault and service history
- **Logistics:**
Engineers can log spare parts used and request additional parts if required for future site visits
- **Barcode scanning:**
Engineers can use the scanner on the MC55 to confirm they are working on the right equipment



Richard den Braber,
Director Managed Services,
Koning & Hartman

CASE STUDY

KONING & HARTMAN'S FIELD ENGINEERS ENHANCE CUSTOMER SERVICE AND INCREASE PRODUCTIVITY

The drive for efficiency

Koning & Hartman oversees critical communications equipment – such as mobile phone base stations – for mobile operators and TETRA communications systems for the emergency services. Due to the vital nature of its work, the company adheres to strict SLAs for responding to and resolving technical issues. Previously it had managed its team of 50 engineers using paper processes. Although the system worked well, the company believed that mobile computers could provide a more efficient way to manage work orders. It published a tender outlining its requirements.

“One of our key objectives was to automate work order management by removing paper from the process as far as possible,” says Richard den Braber. “We also set out to enhance the scheduling of jobs and the dispatch function, whilst providing field services to our engineers to assist them in rapidly resolving tickets.”

Tensing's comprehensive skills secure tender win

A number of companies responded to the tender. Tensing, specialist in delivering the mobile enterprise, came out on top. There were two particular reasons for this. The first is that Tensing has vast experience across the three key areas required to make mobile computing deployments a success – preparing the devices, writing the software, and integrating the technology with the back office.

Second, says Richard den Braber, “Tensing's Field Service Solution covers all of our key requirements and is proven in major deployments. Linked to this, we were able to meet some of its customers to understand their views on the business value delivered by Tensing – we were happy to work with them.”

Computer selection

When it came to selecting the mobile computer to be used by engineers, Tensing recommended Motorola's MC55 EDAs. The reasons for this are explained by Nush Cekdemir, Sales Director, Tensing: “We recommended Motorola devices because they offer all of the key features customers require – in this instance the wireless connectivity, camera, bright screen, and full keyboard – whilst also being very rugged and reliable. Once installed, the value of mobile computing sees it quickly become mission critical for companies. And by working with Motorola, Koning & Hartman uses devices which are designed through extensive research and development and which are backed by the company's support and maintenance capabilities to provide the surety of continuous performance.”

The computers were prepared with a range of applications from Tensing.

Implemented solution

Tensing advised Koning & Hartman to deploy its standard Field Service Solution, based on the Tensing Mobility Platform, as the technology could meet operational requirements without the need for additional functionality configuration.

“We installed our Field Service Solution to provide scheduling, dispatch and work order management capabilities,” observes Nush Cekdemir. “This solution is a proven technology – already installed at several customers – and can therefore be deployed quickly.”

The solution links the EDAs to the back office. It enables field engineers to access field applications on the device and to connect to office-based systems to search for information from the field. Based on open standards, the solution can be linked to any technical platform such as SAP (PI), XML, and ESB. And it was integrated into Koning & Hartman's XML environment without any issues, connecting with its key back office systems such as ERP and asset management applications.

“Tensing's software engineers linked all of the applications seamlessly into our Microsoft environment, and this part of the process was remarkably pain-free,” comments Richard den Braber.

The platforms are used to support a wide range of applications.

Wide-range of field applications

Tensing's Mobility Platform oversees scheduling and dispatch requirements, support engineers in the field with access to back office systems, and enable real-time reporting. The scheduling system uses advanced algorithms (defined with the customer) to plan daily work and send jobs to engineers' computers.

The GPS capability of the MC55 is used to track the location of engineers and present a map display to the dispatch team of available resources. When calls come in from customers for service assistance, the controllers can view SLAs to prioritize the request. They can also see the skills of field teams and the engineers closest to the site to ensure customers quickly receive the most appropriate resource to address the technical problem.

Benefits

- **Enhanced scheduling:** Schedules can be planned daily for engineers while ad hoc customer requests are prioritized by the system based on pre-defined criteria
- **Improved dispatch:** Dispatchers can view the locations and skills of engineers to direct the most appropriate to respond to call outs. If the work for health and safety reasons requires two or more engineers this information is displayed to the dispatch team
- **Reduced administration:** Engineers can report quickly on activity from the field using their device so removing the requirement for paper-based forms to be inputted into back office systems
- **Faster invoicing:** Accelerated reporting on jobs from the field means that invoices can be created quickly to reduce time from job completion to customer payment
- **Raised productivity:** As dispatchers can allocate nearby teams to jobs, team resources are better planned and utilized
- **Automated logistics:** The warehouse is updated with spares to re-stock engineers based on the parts they have used
- **Travel distance cut by 20 percent:** The company is committed to reducing its environmental footprint and the technology is reducing travel distances by 20 percent and travel time by 30 percent
- **Enhanced productivity:** With productivity gains generated through more efficient processes, planning and reduction in travel times, the same number of engineers are completing 10 percent more orders

CASE STUDY

KONING & HARTMAN'S FIELD ENGINEERS ENHANCE CUSTOMER SERVICE AND INCREASE PRODUCTIVITY

Engineers sent to the scene are provided with details on the fault (e.g. likely cause, when the equipment failed) and are routed to the site via the most efficient route by ALK Copilot navigation software installed on the MC55. When they reach the destination they can use the device to scan barcodes on locations to ensure they have located the right equipment. They also have access to a range of back office applications to help them resolve the fault such as consulting manuals and past maintenance histories. All parts that are used will be seamlessly updated in the ERP system so that the warehouse is automatically restocked whilst engineers can also see which parts are available if these are needed immediately on site.

Alongside the field applications, customers can report faults on line through a dedicated portal and review the status of orders.

Key business advantages

The applications are driving a range of business advantages. By sending the best engineer to resolve a particular problem service delivery is accelerated. The removal of paper in the management of the workforce is cutting administration, whilst electronic reporting is enhancing the accuracy and quality of data that is available to the business as soon as it is created.

GPS routing is cutting the time and distance engineers spend driving by 30 and 20 percent respectively. And when they reach a site they can confirm they have located the correct equipment by barcode scanning and access services on the device that help them to resolve problems faster.

Concluding with his views on the technology, Richard den Braber of Koning & Hartman says: "We are very pleased with Tensing. We are able to display real-time information to customers on a web portal to enhance our service, costs are falling as we are cutting administration, it complements our sustainability program, and most importantly of all, the same number of engineers are completing 10 percent more jobs."

Tensing

Tensing is a mobility software and application developer specializing in international implementations for enterprise mobility. Tensing's solutions are being used by thousands of field workers in Europe, North America, Australia and South Africa for a wide range of applications such as digital work orders, tracking and tracing goods, fleet management, geocoding, mobile GIS, dispatch & scheduling, navigation and messaging. Tensing employs over 80 dedicated specialists and has a proven track record dating back to 1985. Tensing has offices in the Netherlands and in the USA.

Contacts

Nush Cekdemir
Sales Director
Tensing b.v.
Wielkamp 3
5301 BK Zaltbommel
The Netherlands

M: +31 (0)629 095 375
T: +31 (0)418 572 800
E: ncekdemir@tensing.com
I: www.tensing.com



For more information on how the MCC55 can improve the performance and efficiency of your field teams please visit us on the web at www.motorola.com/MC55 or access our global contact directory at www.motorola.com/enterprisemobility/contactus

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2011 Motorola Solutions Inc. All rights reserved.

