

CASE STUDY

e-on

Company

- E.ON Hungarian (EHU)
- www.eon.com

Industry

- Utility

Challenge

- Improved customer service including regulatory two-hour appointment windows

Solution

- @Road Taskforce

Results

- 30% productivity gains
- 5% reduction in operational cost
- Compliance with regulatory requirements for improved service to customers

Using @Road Taskforce™, Hungary's Largest Utility Provider Achieved Cost-effective Regulatory Compliance

E.ON Hungarian Rt. (EHU), a member of the E.ON Group, is one of the leading energy utilities in the emerging Central European countries. It provides electricity and gas on a substantial scale to approximately 2.6 million consumers.

The Business Need

Deregulation, followed swiftly by consolidation, has transformed utility industries across the world. In Central Europe, regulatory pressure is now creating new challenges for utility companies as the focus on delivering improved quality of service to customers increases.

In Hungary, the government has specified, for example, that from January 2004, utility companies meet two-hour appointment windows. This presents significant challenges for an organization that, as a result of the recent consolidation of four separate organizations, including one gas and three regional electricity companies, now has a 1,500 strong field engineer workforce split into 768 teams.

Without excellent scheduling and field service management, the cost of achieving these regulatory requirements could be significant, demanding either inefficient

management of resources leading to additional staff or failure to meet the two-hour window, leading to fines and negative publicity. "EHU is looking to achieve differentiation through improved service and flexible pricing offers to customers. To achieve this requires effective and efficient field service management and integration to achieve complete visibility," says Imre Veisz, project director, Field Service Management System, EHU.

The company required an automated field service management system to achieve the improvements in operational efficiency required to deliver improved customer service cost effectively and meet the growing regulatory requirements.

The Solution

Following a competitive selection process, EHU has invested £4 million (\$7.5 million U.S.) with @Road to implement its Taskforce intelligent field workforce automation solution through is:energy Hungary, its independent Hungarian IT service supplier.

Veisz confirms, "Taskforce was the best solution EHU evaluated. It not only brings disparate engineering teams under one centrally managed, automated, operational

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- Imre Veisz, project director, EHU Field Service Management System

CASE STUDY

continued

control but can also handle the constantly changing requirements during the day to ensure EHU meets customer commitments.”

The @Road Taskforce application is an intuitive product using multiple scheduling algorithms to maximize field service productivity. Critically, it is highly automated, removing the traditional need for manual intervention, enabling EHU to increase the number of engineers managed within each team.

By integrating the Taskforce application with the company's Enterprise Resource Planning (ERP) system, EHU created a seamless customer service process from the point of the customer inquiry into the call center, through to the field engineer servicing the call and back again to the head office. This ensures complete information visibility, enabling customers to be kept informed of job status.

The Taskforce application will automatically take into account typical daily occurrences

and emergencies, such as an engineer delayed by traffic or a customer safety emergency, while ensuring Service Level Agreement commitments to customers are met, penalties minimized and resources maximized.

“The efficiency of the scheduling process will reduce travel times and costs, and wasted man hours. Furthermore, these automated processes enable EHU to schedule from a bigger pool of staff so, if required, we can allocate a gas engineer in the same region to read an electricity meter,” says Veisz.

The Benefits

The Taskforce application will enable EHU to automate, in real time, the coordination, synchronization and scheduling of its Hungarian teams of field engineers. The company expects to attain a 30% productivity gain, while reducing operational costs by 5%.

To achieve the two-hour appointment windows without incurring additional

costs, EHU will use Taskforce Intelligent Appointer. This provides the company with real-time visibility over field events, matching real capacity with customer demand, while optimizing cost and allowing for synchronization of resources across the entire field force. An informed, two-way dialogue with the customer enables the company to find a time that keeps the customer satisfied, and meets the regulatory requirement, within a controlled operational cost structure. Looking ahead, EHU expects the Taskforce application to be expanded to other members of the E.ON Group, supporting 30,000 field engineers.

“Taskforce is a proven solution that will enable EHU to improve resource utilization, enhance service quality and communication with customers. Furthermore, it will enable EHU to redefine the business in line with the emerging competition within the deregulated market,” Veisz concludes.

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- Imre Veisz, project director, EHU Field Service Management System

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About @Road

@Road, Inc. is a leading global provider of solutions designed to automate the management of mobile resources and to optimize the service delivery process for customers across a variety of industries. @Road delivers Mobile Resource Management (MRM) solutions in three key areas: Field Force Management, Field Service Management and Field Asset Management.

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