

Enseco GmbH optimises customer service with Identoi's Celesta Field Force Automation solution



December 2005 - E.ON daughter, Munich-based Enseco GmbH is one of the most innovative German service companies in the energy market, which was opened to competition. As a recognised partner of the energy sector, Enseco supports companies in efficient customer service and the economic use of power networks. Enseco's core business consists of service and consultation in customer service, accounting, counters and metering.

For the field operations, Enseco's 300 field technicians use Pocket PC 2003 devices with Identoi's Celesta solution implemented by Identoi's Swiss partner, MFiles. The solution contains applications for metering, servicing, debt collection, weekly reports and travelling expenses.

Enseco's field technicians enter meter readings and data directly into their hand-held device while visiting the end customers. After the job has been finished, the data are sent wirelessly to Enseco's computing centre. "Identoi's Celesta solution provides us a complete package from reading meters at the end customers up to using the data as the basis for creating invoices. Now there are no more information breaks at any point. The solution can also be used for improving debt collection and meter changing operations", states in December 2005, Mr Alois Weig, Managing Director of Enseco.

With Identoi's Celesta solution, the applications running on hand-held devices can be easily integrated into Enseco's IT environment. Thanks to the solution, data can be transferred securely and reliably between the hand-held devices in the field and Enseco's Agresso ERP and project management system. "The jobs are sent regularly from the field. Therefore, we always have the latest information of the current situation in the field. As the system also enables us to optimise the routes of our field staff, we can increase our field service efficiency even more", Mr Weig praises.

A possibility for extensive on-site validity checks is another improvement. Our solutions can be used, for example, for synchronising the previous and current meter readings. Incorrect meter readings can be corrected directly on-site. "With Identoi's Celesta solution we can deliver our customers in the public utilities and power companies sector exact data on a daily basis, and without compromising data security", describes Mr Weig the competitive advantages of Celesta compared to the competitors.

"The advantages of Identoi's Celesta are the easy-to-use tools, with which we can also in the future develop the applications further ourselves without the help of expensive software specialists. As an innovative service provider we put very much importance on being able to provide our customers the best possible solutions using the latest technologies", Mr Weig explains the reasons behind choosing Celesta.

In addition to improved customer service, the Celesta solution improves also Enseco's workforce management. Weekly reports and travel expenses accounts can also be sent wirelessly to the computing centre in Munich and processed there electronically. According to Mr Weig, this will add up to great savings in administrative costs.