

## “6 - 12 Million Euros in Annual Savings”



### Interview of Claude PIERRE, CIO/DSI

We have both a global and local strategy. Global when referring to sourcing, customers, methods, processes and service quality. We are also local as we intervene in customer installations such as heating, air-conditioning, steam and compressed air, etc.

We rolled out our first mobile solutions requiring synchronization in the office thirteen years ago. **In 1998, thanks to a Finnish partner, Celesta (part of Identoi Group) we were able to put in place a mobile solution, which communicates in real time, for our 3000 technicians in France and Spain.** Our first mobile terminals were Nokia Communicators. Since last three years we have upgraded our terminals to Symbol/Microsoft technology.

Technicians have three applications. Most importantly they are in charge of managing the site's energy efficiency. Consumption and production values are entered into the handset. After that, the central system is asked to calculate functioning values before measuring the gap between optimal functioning and current functioning, and is adjusted in consequence. This is followed by a two to three week period of preventive maintenance where technicians are responsible for all practical details. They then carry out interventions and do reporting to update the central IT system. Last but not least, they also receive non-planned service requests.

Besides improving the quality of interventions, instant information updating enhances operational steering and margin. The 35 hour work week salary compensation has almost completely been absorbed thanks to process optimization and data entry economies. Technicians need to return to the office less often. This system only costs 5 euros per day per technician, and allows us to save between ten and twenty euros per day, amounting to six to twelve million Euros per year.

### About Cofely, a GDF Suez company

Cofely, Europe's number one in energy and environmental efficiency services. Cofely designs, realizes, and operates long-term solutions that meet the energy needs of businesses and public authorities, improve the performance of their installations, and enhance their assets, while ensuring optimal service and reducing their environmental impact.