

Case Study

Vattenfall Services Nordic

Vattenfall Services Nordic AB operates within maintenance, contracting and consulting services for energy and electrical assets. The main customer industries are electricity, energy, industry, municipalities, real estate, transport and contracting.

Size	2300 employees
Location	Establishments in about a hundred locations in Sweden
Product	isMobile Case and Work Order Management



Case Study Vattenfall Services Nordic

Case and work order management support for mobile maintenance and service



Background

Already at the start in 2009 Vattenfall Services Nordic knew that they needed a system that could adapt to ever-changing conditions in a competitive environment. They looked for a case and work order management system that could support a new mindset and every link in the chain that represents their core business—mobile maintenance and services.

Challenges

- Numerous workforce processes, service requirements and work order types.
- Constantly evolving business environment.
- Dynamic existing IT landscape. The system should handle tasks that previously required several different systems and integrate with internal and external systems.
- Increasing customer requirements and reporting expectations.

Solution

A comprehensive system that supports all workforce management processes and case types

Key features

- One single system flexible enough to handle all delivery processes and case types as well as to adapt to specific case requirements.
- Mobile support to field workers enabling SLA compliance and real-time reporting.
- Reporting functions ensuring high data quality, cost allocation and accurate billing information.
- Support for planning and resource allocation.
- Ability to adapt to changes in business models, organizational structures and processes.

Added functionality

The system has evolved with the customer and some of the added functions regards:

- Higher information security.
- Customer integration and communication.
- Technical functions that support daily work such as probing of meters, map visualisation and control and reporting functions needed for the Swedac quality accreditation.

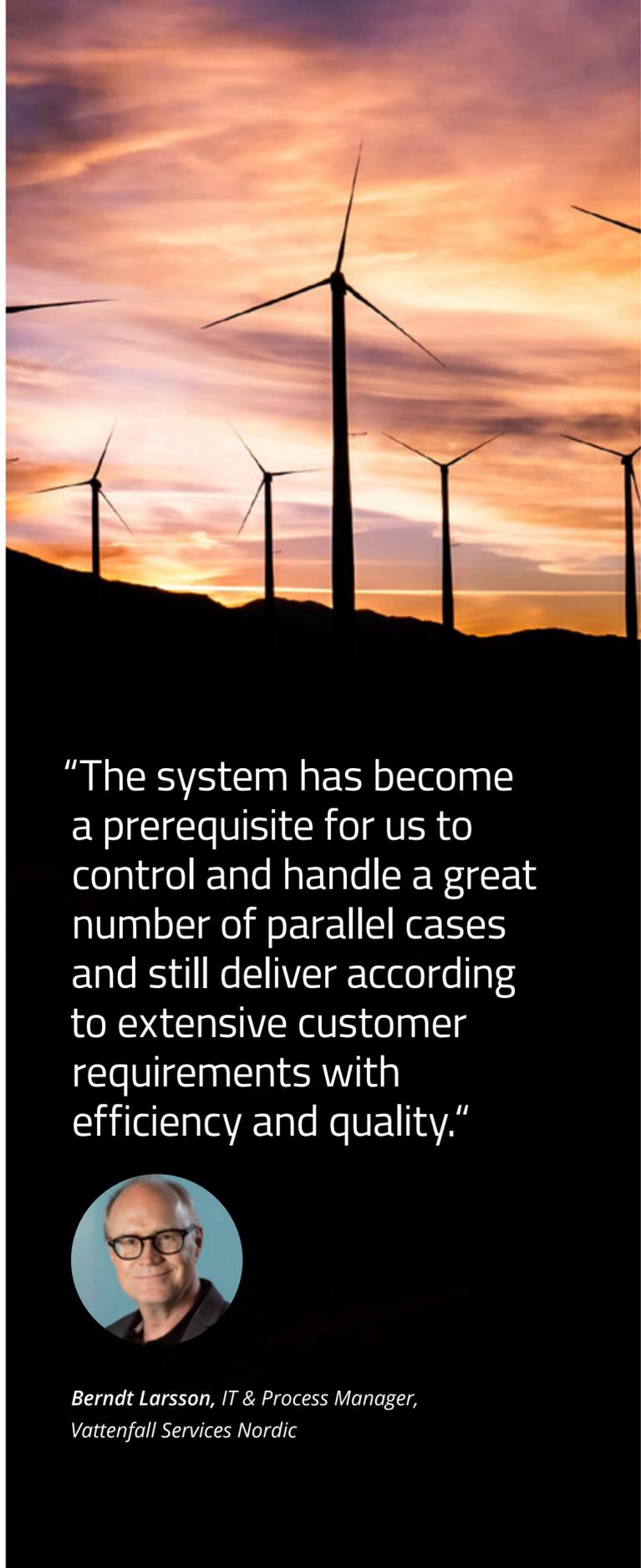
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Key results

“The system has become a prerequisite for us to control and handle a great number of parallel cases and still deliver according to extensive customer requirements with efficiency and quality.”



*Berndt Larsson, IT & Process Manager,
Vattenfall Services Nordic*



Control and overview of a great number of diverse cases and work orders

The system handles 300 000-400 000 cases yearly. The cases involve numerous delivery processes and specific customer requirements. Some cases are solved rapidly while others are longer projects open for years. The system keeps track of all cases and enables deliveries according to business rules and SLAs.

Closer relationship to customers

Reliable data communicated in real-time keeps the customer updated and verifies promises to the customer. Integration with the customers' systems is often a prerequisite to communicate and send status updates as required by the customer. The system also supports the communication between Vattenfall Services' customers and their customer.

Correctly delivered and documented quality of service

Service deliveries correspond to the agreed-upon level. Adaptability to case requirements has improved since field workers have access to case information that accurately reflects the current customer's contract. The real-time reporting gathers case data and documents both the delivered quality and, when applicable, status information.

Support for forecasting, planning and decision-making

The system supports Vattenfall Services with valuable insights. Time and costs are allocated to the accurate source. Vattenfall Services can follow up agreements and processes and use data to analyse profitability, expenses and pricing on case level. The methods for long-term forecasting and resource planning are improved. In several aspects, the system enables strategic decisions to be based on actual business conditions.

External article

A decade of dynamic partnership

Case Study
Vattenfall Services Nordic

How the isMobile case management
system improves Vattenfall Services
Nordic's customer relationships



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1. Ability to handle extensive customer requirements with quality and efficiency

The system simplifies the complexity of large amount of data, numerous work order types and specific service requirements. Through registered business rules, predefined workflows and integration with the customers' system Vattenfall Services can remain efficient while registering, processing, documenting and reporting the cases according to customer requirements.

“When we get a new customer, we can have hundreds of pages with service level requirements which we interpret and turn into system requirements. When we know what we want and need we sit down with isMobile and find a solution for how the system can help us abide to the requirements efficiently. ”



*Berndt Larsson, IT & Process Manager,
Vattenfall Services Nordic*



Customer Story Vattenfall Services Nordic

2. Communication and reliable data

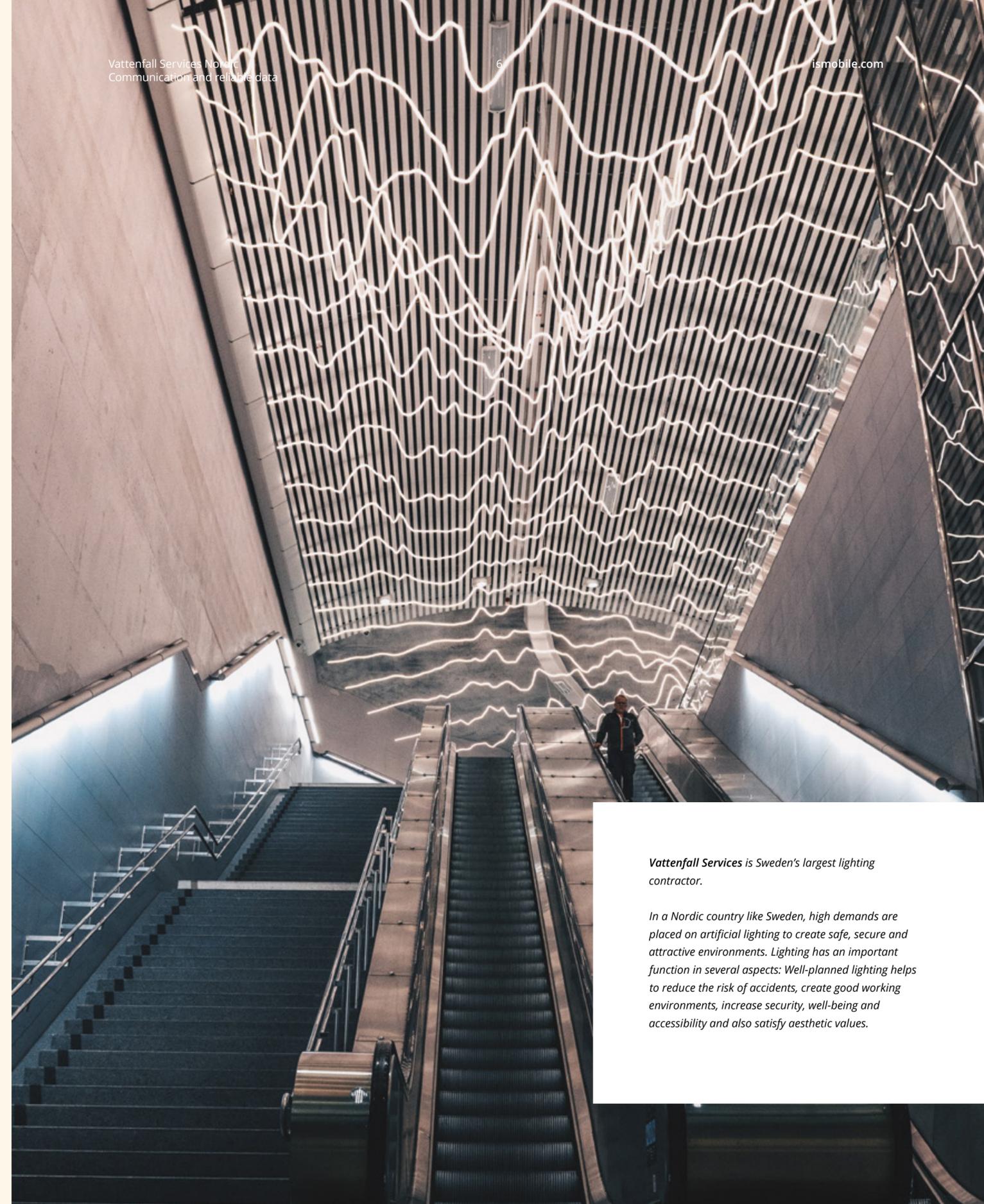
Real-time reporting

Reliable data communicated in real-time keeps the customer updated and verifies promises to the customer. The reporting function enables a status overview, correct invoice documentation and documentation that proves adherence to service level agreements.

14:12
The service technician arrived at the location

14:16
The estimated time for service is registered

14:52
Lighting restored



Vattenfall Services is Sweden's largest lighting contractor.

In a Nordic country like Sweden, high demands are placed on artificial lighting to create safe, secure and attractive environments. Lighting has an important function in several aspects: Well-planned lighting helps to reduce the risk of accidents, create good working environments, increase security, well-being and accessibility and also satisfy aesthetic values.

Customer Story Vattenfall Services Nordic

2. Communication and reliable data

Taking reliable data a step
further, the system also
supports Vattenfall Services'
SWEDAC accreditation

The high qualification of Vattenfall Services also include SWEDAC approved accreditation regarding control measurements on electrical networks. This is supported in the system to ensure that data is registered, measured, calculated, documented, controlled and saved according to the SWEDAC accreditation standards.



Customer Story Vattenfall Services Nordic

2. Communication and reliable data

Support for communication between the customer and their customers

One example of improved communication could be a power outage. When there is a power outage the electricity supplier notifies a service technician from Vattenfall Services. On-site, the technician makes a time estimation for the outage and registers updates in the system enabling continuous information to the electricity supplier's customers until the case is solved.

Another example could be when Vattenfall Services Nordic handles the maintenance of street lighting for municipalities. If a resident makes a fault report of a lamppost, the municipality registers a new case in the system.

Via a web interface, the municipality can see a status of the cases, so if the resident calls back a week later requesting status of his or her case, the municipality can answer that a technician has been on-site, an extra part has been ordered and the lamppost will be fixed the following week.



Customer Story Vattenfall Services Nordic

3. Coordination and seamless information driven collaboration

Vattenfall Services helps its customers to coordinate a seamless information driven collaboration between several actors. For example, when a house owner orders a new electricity connection Vattenfall Services uses the system as a digital hub supporting transparent and efficient coordination and collaboration between the end customer, installers, service technicians and the net owner.

The system enables Vattenfall Services to help the net owner to coordinate, plan and communicate. Activities performed by Vattenfall Services can be preparations, applications for relevant permits, communication with neighbours and to expand or strengthen the network. Involved actors are continuously informed of the progress through the system's real-time reporting and when the case is ready for invoicing all the case history is properly documented enabling accurate invoicing.





Let us explore how we together can **improve your case management.**

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