

CASE STUDY : Landis+Gyr South Africa

OBJECTIVES

- Schedule and plan field jobs
- Real-time job creation on site
- Online and offline data capture
- Eliminate paperwork and duplication
- Full visibility over field work
- Provide proof of service delivered
- Provide the client with actionable reports

WHY GEOPAL

- 100% visibility over field work
- 100% online reports
- 24/7 system availability
- Reduction in repeat call out work
- Reduction in reporting man hours

RESULTS

- 100% visibility over field work
- High availability of data
- Huge efficiency and cost savings in planning, reporting and auditing.



We know where our electricians are, in real-time. If they don't log in, we know that they are not onsite. This also makes it easier for us to plan our schedule and let the client know that we'll have all our resources onsite on any given day.

Forget Baloyi, Product Support Technician

Landis+Gyr are an International Energy Technology company. In South Africa, Landis+Gyr have been a Smart Meter Pioneer, empowering utilities and end-customers to improve their energy efficiency, reduce their energy costs and contribute to a sustainable use of resources. As the largest global player in smart metering, Landis+Gyr provides utilities and consumers with the data necessary to make informed decisions about energy usage and meet worldwide energy challenges.

CHALLENGE

Before GeoPal, Landis+Gyr was using mainly paper to manage meter installation projects. Paper reliance came at a hefty cost: technicians spent considerable hours of their day on the road, traveling back and forth to and from the office. Paper forms had to be filled out by the technician on the field, brought back to the office and re-typed by an office clerk, running the risk that paperwork might be damaged, misfiled or lost. Mobile data capture was done using a camera and photographs had to be loaded onto a separate database and categorized manually, which added even more to the admin time.

An additional area of concern was reliance on inaccurate addresses to find the exact location of current meters, so that these could be replaced with new ones. Field technicians had to deal with the problem of finding current meters in an area that could be up to 10 kilometers away from the official site, again adding to unproductive time. A final challenge for Landis+Gyr was finding an efficient way of providing their clients with reports for work done. This meant finding a way to compile all paper-based information in a timely and accurate manner and creating a system where reports could be generated quickly and in an Excel-compatible format, so that it could be used by the client as well.

SOLUTION

The solution involved moving away from manual, paper-based processes and instead move to electronic solutions that would allow for greater gains in terms of productivity and efficiency.

To this end, Landis+Gyr in South Africa worked together with GeoPal's Premium Integration Partner, Azcom, to design the solution best suited to their needs. This involved replacing paper forms with mobile forms, tracking jobs and workers using GPS coordinates, using GeoPal's mobile application to capture field data in real-time and designing advanced customizable reports and a client portal so that L+G could provide their clients with timely and quick proof of work performed.

BENEFITS

There is now a flow of real-time communication between the Office and the field workers: job details and field data are updated instantly, which results in substantial time saved both for field teams and office managers. Field technicians can rely on the GeoPal app to retrieve the exact GPS coordinates of each job and can use the app both offline and online.

Data accuracy has also greatly improved and can be captured directly on the app and visualized by office managers even while the job is still in progress.

On the client's side, GeoPal made it possible to have in place an efficient system for delivering customized and actionable reports straight from the Head Office Portal designed especially for Landis+Gyr.



We really like the custom reports because they save us a lot of time to manage the spreadsheets. So we requested to have custom reports that we can just pull straight from GeoPal and send to our customers.

We can just take the form used by our customers, autopopulate it and return it as a report to the client at the end of the day. So everything is automated, which saves a lot of time.

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Address : GeoPal Solutions, 12-13 Temple Lane South, Dublin D02 PX54, Ireland

Email : info@geopal.com
Web : www.geopal.com

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