

ALK helps TBS deliver mobile efficiency and environmental benefits to STMS



TBS teamed up with ALK to give UK water meter installation company, Severn Trent Metering Services a mobile solution that saved thousands of pounds, increased customer focus, reduced travel and cut environmental emissions.

Challenge

STMS, the specialist metering division of FTSE 100 company Severn Trent Services, has a field workforce of 200 mobile engineers who deliver, install and service water meters in UK homes and businesses.

The existing method of allocating work to the engineering team was inefficient and slow. STMS wanted to improve the way it managed job scheduling, general communication and overall productivity.

A new solution had to be user friendly, and integrate powerful and effective job scheduling capabilities with a robust mobile device that operated effectively in the field.

Solution

TBS developed a mobile solution that fitted the bill. Its mobile technology suite TaskMaster and web-based application TBS Synchro allows field engineers to receive extensive job information via a GPRS mobile data network direct to their handheld computer out in the field, so it's no longer necessary to visit the depot for a job schedule.

The engineer selects their first job, which automatically starts the integrated CoPilot® Live GPS satellite navigation system provided by ALK, directing them to the job using the most efficient route.

THE CHALLENGE

- Improve the way STMS managed job scheduling, general communication and productivity of its mobile workforce.
- Increase speed and efficiency of work allocation, reducing travel and paperwork.
- Integrate job scheduling capabilities with a robust mobile device.

THE SOLUTION

- TBS TaskMaster – a proven and award-winning mobile technology suite.
- XDA handheld computer.
- TBS Synchro job despatch and monitoring
- Integrated CoPilot Live GPS satellite navigation system.
- CoPilot Live FleetCenter web-based management application.

THE BENEFITS

- Automated scheduling process delivered cost savings
- Fewer vehicle journeys and paper reduction improved environmental performance
- Driver mileage reduced by 6,000 miles a week, delivering annual fuel savings of £80,000.
- Increased customer service
- 15% productivity improvements as customer visits increase from five to six.

Benefits

The system also uses ALK's CoPilot Live FleetCenter web-based management application, allowing STMS to see the location of each engineer and plot arrival times, minimising disruption to customers.

Dan Popkin, ALK Europe Sales Director, said: 'TaskMaster and CoPilot operate via the same handheld, so there's no need for workers to carry around multiple pieces of technology or manually enter location details into a separate GPS satellite navigation system.'

The main benefits are an automated scheduling process that has saved money and enabled engineers to focus more on customers. They fit an additional 250 water meters a year (a 15% increase on the old system).

There are also environmental benefits including reductions in travel, with carbon emissions down by 100 metric tonnes per year, and reduced paperwork – cutting over 150,000 sheets a year.

Field engineers have always been hard working and productive, but this approach 'enables them to spend time with customers, improving customer service, which is what we're all looking to achieve,' said Andy Herus, Operational Director, STMS.

About ALK

ALK Technologies is at the forefront of mobile navigation technology. For 27 years, its experts have developed solutions for corporate and consumer customers globally.

ALK's CoPilot® Live mobile navigation solutions are available in Europe, North America and Australia. ALK is a Microsoft Certified gold Partner. CoPilot Live 6 is a powerful satellite navigation solution for PocketPC PDAs (personal digital assistant), Windows mobile-based and Symbian series 60 phones. Unlike other systems, CoPilot Live provides real-time tracking so others can see where you are on the internet as you drive around. It features turn-by-turn voice guidance, full UK postcode search input and detailed street maps from NAVTEQ.

About TBS

TBS is dedicated to helping enterprises build competitive advantage using the latest mobile technology. Our proven track record and depth of experience in the development, implementation and deployment of mobility solutions allows us to understand your business challenges and opportunities, and provide the infrastructure you need to address them. Following this premise, TBS offers an array of professional services to ensure the effective and rapid deployment of your organisation's mobility solution

About NAVTEQ

NAVTEQ is a leading provider of comprehensive digital map information for automotive navigation systems, mobile navigation devices, Internet-based mapping applications, and government and business solutions. NAVTEQ creates the digital maps and map content that power navigation and location-based services solutions around the world. The Chicago-based company was founded in 1985 and has approximately 2,800 employees located in 167 offices in 28 countries. Its European headquarters are in Veldhoven, Netherlands. For more information, visit www.navteq.com.

How NAVTEQ helped?

NAVTEQ maps were invaluable in directing engineering teams to the right job and location.

- The location of each engineer is plotted on accurate maps in real time
- Allocating engineers is made easier
- Field workers can be confident that its high quality, navigable maps are regularly updated.

"We have an excellent all-round package that will pay for itself and has received good feedback from new users."

Andy Herus
Operational Director, STMS



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