

GeoConcept and NAVTEQ help APC by Schneider Electric with field engineer route planning and



APC by Schneider Electric has chosen GeoConcept - a leading provider of cartographical optimisation technologies for professional users - and the NAVTEQ® maps to equip its customer service department with a powerful scheduling tool.

The Challenge

As a leading company in energy efficiency related services, APC by Schneider Electric (the combination of APC & MGE) must be able to provide customers with round-the-clock assistance without compromising on quality – and this means a high level of scheduling to enable its technical teams to attend over 30,000 jobs each year.

The company needed a reliable tool which takes into account many parameters necessary to efficiently meet customer demands. Two major problems face customer service representatives:

- How to optimise maintenance visit scheduling while respecting the terms of each contract; taking into account the availability of qualified teams; and improving productivity (eg, avoiding duplication).
- How to efficiently respond to scheduling disruptions caused by breakdowns and other emergency call-outs.

The Solution

APC by Schneider Electric chose GeoConcept SA to provide a scheduling tool to assist the customer service team. Using the GeoScheduling Suite all field technician work itineraries can be optimised by reducing the amount of unnecessary journeys and “lost” time.

The application uses the NAVTEQ Map which is updated on a regular basis and field verified and provides APC by Schneider Electric with reliable data. NAVTEQ’s international coverage means the solution can easily be rolled out into other countries.

Consequently, APC by Schneider Electric now has a reliable tool to help manage the engineers’ schedules.



THE CHALLENGE

To find a solution which maximises the availability of electricity and, at the same time, complies with APC by Schneider Electric’s operational specifications

THE SOLUTION

- Optimisation of each agent’s schedule, taking into account:
 - Technical competence
 - Field experience
 - Location
 - Availability
 - Site-specific data

THE BENEFITS

- Efficiency improved - from operations right through to reporting
- More planned interventions.
- Increased productivity through reduced mileage and shorter appointments

The Benefits

GeoConcept's Geoptimisation solution is an effective response to the challenges faced by APC by Schneider which has resulted in reliable and manageable lead-times for the field team.

Planning tools, geographic optimisation components and supervision modules are all building blocks in the GeoScheduling Suite software which combine to help optimise interventions and increase availability of resources. Planned, preventive maintenance visits arranged to suit the customer, have effectively reduced MTTR (Mean Time To Repair) and improved MTBF (Mean Time Between Failure)

APC by Schneider has also adopted an eco-citizen policy, reducing its CO² output by reducing distances travelled.

About GeoConcept

Market leading European publisher of Geographical Information Systems, GeoConcept SA is one of the main world providers of cartographical optimisation technologies for professionals. GeoConcept, an avant-gardist company, is the unique "conceptor" of innovative solutions aiming at deeply improving the efficiency of companies and organisations. By combining geographical information and optimisation tools, GeoConcept invented "geoptimisation", that is to say business optimisation through the intelligent integration of geographical information into the systems. Benefits from geoptimisation can apply to various fields such as geomarketing, territory management, crisis management, mobile forces management... GeoConcept now has more than 10,000 customers, with 105,000 licensees set up in 30 countries. For more information, visit www.geoconcept.com.

About APC by Schneider Electric

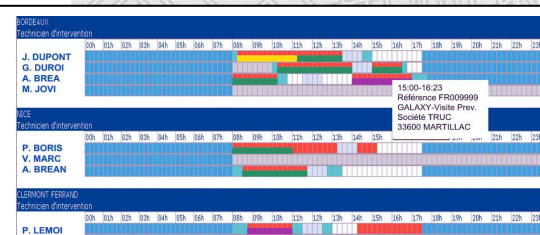
APC by Schneider Electric, a global leader in critical power and cooling services, provides industry leading product, software and systems for home, office, data centre and factory floor applications. Backed by the strength, experience, and wide network of Schneider Electric's Critical Power & Cooling Services, APC delivers well planned, flawlessly installed and maintained solutions throughout their lifecycle. Through its unparalleled commitment to innovation, APC delivers pioneering, energy efficient solutions for critical technology and industrial applications. In 2007, Schneider Electric acquired APC and combined it with MGE UPS Systems to form Schneider Electric's Critical Power & Cooling Services Business Unit, which recorded 2008 revenue of €2.65 billion) and employed 12,000 people worldwide. APC solutions include uninterruptible power supplies (UPS), precision cooling units, racks, physical security and design and management software, including APC's InfraStruXure® architecture the industry's most comprehensive integrated power, cooling, and management solution. Schneider Electric, with 112,000 employees and operations in 102 countries, had 2008 annual sales of €18.3 billion). For more information on APC, please visit www.apc.com. All trademarks are the property of their owners.

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 4,000 employees located in 196 offices and in 36 countries. Its European headquarters are in Veldhoven, the Netherlands. For more information, visit www.navteq.com.

"Thanks to more efficient intervention scheduling, our customers throughout France enjoy the shortest intervention lead-times in the market."

Paul-François Cattier
Vice-President, APC by Schneider Electric, France



Display of team schedules, showing status and intervention management

NAVTEQ CONTACTS

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