

IVU.workforce at BAS

AUTOMATIC ROUTE PLANNING AND MOBILE ORDER PROCESSING



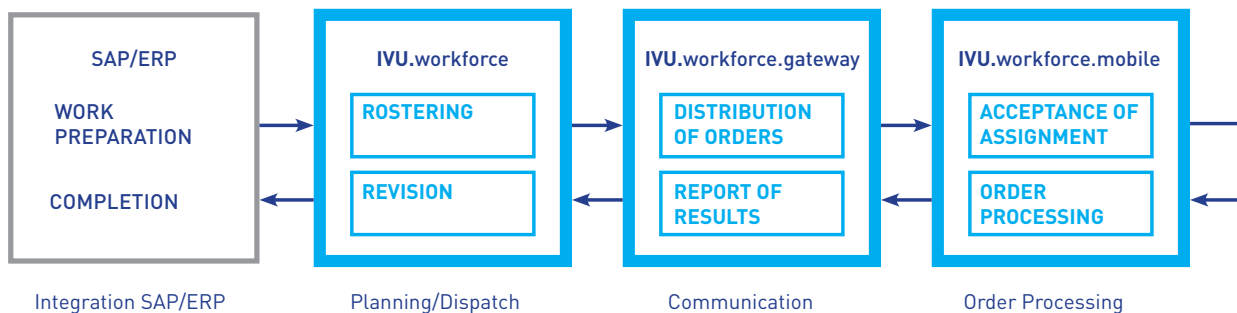
INITIAL SITUATION

BAS Kundenservice GmbH & Co. KG is one of the leading billing providers in Germany and does business with various large utility companies, such as GASAG. When dispatching its field workers, BAS must observe numerous legal requirements. The planning's complexity is increased even further by the fact that scores of orders are lost on the day of their execution. BAS requires an order planning system that is able to depict complex processes, dispatch orders automatically and replace the semi-electronic order documentation with digital documentation.

OVERVIEW

Employees	420
Readings	3.1 million per year
Services	Readings, techn. field service, billing, customer service, receivables management
Objectives	Comprehensive planning and Dispatch for field workers Integration of mobile end devices Automation and digitalisation of work processes
Special features	Legal specifications Very high dynamics

TYPICAL DEPLOYMENT SCENARIO FOR IVU.WORKFORCE

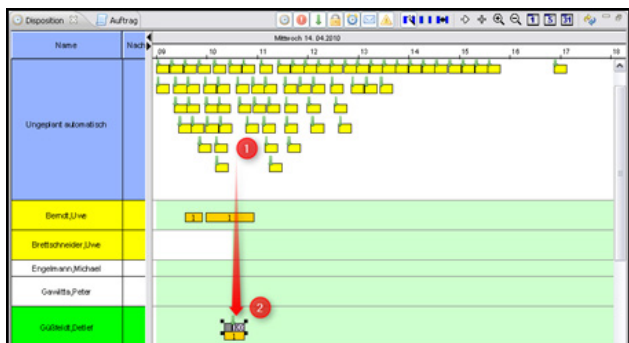


OBJECTIVE

BAS was on the lookout for a central planning tool that is capable of carrying out the planning and dispatch of orders fully automatically and of drawing up optimal routes. Furthermore, it should be able to completely digitalise the order documentation and make it possible to perform the documentation via mobile end devices. It should also be possible to retain and continue using any already existing interfaces to the SAP IS-U billing system. In addition, the planning system should be able to process 20-25 different types of orders and handle an annual order volume of approx. 45,000 orders.

SOLUTION

BAS decided on IVU.workforce as its central planning system for managing and setting deadlines for its orders. User-friendly administration mechanisms make it possible to modify and add order types and to adjust processes easily. All orders are created in SAP IS-U and then transferred to IVU.workforce with the help of the integrated interface.



Tools such as order planning via Drag&Drop make planning and dispatch easier and provide for a better overview.

Dispatchers at BAS benefit in particular from the clear interfaces and functional tools: navigation helpers, search tools and the “Drag&Drop” function both simplify and speed up the planning process. Field workers at BAS document their orders with mobile end devices based on company-specific, practical checklists in digital form. Checklists and order types are put together in a hands-on process during training sessions and simulations and are

tested in everyday use as the system is installed. Thanks to the real-time recording of received payments, corresponding collection orders can be cancelled immediately and open appointments can be scheduled automatically.

RESULT

IVU.workforce performs the daily dispatch processes fully automatically for the most part – 98% of the orders are planned independently by the application. Thanks to the optimised planning, field workers have to conduct non-revenue trips much more infrequently. They receive a route with an optimised travel path and also benefit from the improved overview of the current order statuses. Field workers have access to all relevant information anytime and anywhere via their mobile end devices. At the same time, the software provides for secure electronic documentation, which in turn has been able to significantly improve the quality of the data.

The integrated interface to the SAP system and the automatic transfer of data make it possible to conduct billing quickly and without media disruptions. Since the system can be scaled during installation, it is possible to enlarge the order volume and manage an increasing number of order types without any problems.

Thus, IVU.workforce simplifies and speeds up order processing across the entire process chain: from dispatching orders and documentation to transferring data to the billing system.

“Ever since introducing IVU.workforce, we have been able to noticeably reduce our planning and dispatch costs. Our field workers are now able to record and pass on all important data from their onsite location. This has made it possible to significantly improve the quality of the data.”

Sven Lewerenz
Division Manager for Measuring Services,
BAS Kundenservice GmbH & Co. KG