



Reference case Dalkia



About Dalkia

With about 36,000 employees and operations in thirty countries, Dalkia specializes in technical management and maintenance of installations in buildings and industrial installations, and energy and facilities management. Dalkia's Benelux operation employs a staff of about 1,400 people.

Dalkia's Service Operations

Dalkia's client base includes hospitals, universities and large companies. Some 440 field service engineers are on the road completing maintenance tasks on a daily basis. With such a large workforce and clients in diverse locations, Dalkia needed to automate their field service process. Phone communications and paperwork orders had become a hindrance to both dispatchers and field technicians in completing their work.

The Solution

Tensing implemented Tensing Mobility Platform to meet Dalkia's need for a paperless field service management system. The solution included modules Tensing Mobile Workflow and Tensing Dispatch. With Tensing Mobile Workflow field technicians are able to receive work orders, view client history, navigate to job sites, and much more on either their laptops (the Netherlands) or on their PDAs (Belgium). Data inputted by the field technician regarding status, materials used, hours worked is sent to the office through GPRS and processed in Dalkia's back-office system, MAP. Twenty field service engineers are equipped with Tensing Mobile Workflow during phase one of the project. During the second phase, the remaining 420 will follow.

With the implementation of the web-based planning module, Tensing Dispatch, Dalkia is able to distribute work more efficiently amongst the field technicians. "Tensing Mobility Platform makes a great difference in terms of the volume of paperwork, both for the of-

fice and the field technicians", said Jochem Poesen, Project Manager at Dalkia. "Moreover, the planning module, among other things, provides a map, a plan board and a GanttChart. This combination of assets enables our office employees to plan efficiently, and easily. We are able to dispatch and monitor activities from the office. With the ease of digital work management, the era of paper service reports is definitely over."

The Selection

"Our choice of supplier depended largely on the knowledge and experience in our line of business. Tensing already has experience with Imtech Maintenance. Additionally, Tensing Mobility Platform comes with a very complete set of standard tools, which offers us the required functionality at a good price-quality ratio. Naturally, we calculated the return on investment (ROI) and spoke with other service companies to see if the implementation repays itself fast enough", said Poesen.

Delivered Products

- Tensing Mobility Platform: Tensing Mobile Workflow, Tensing Dispatch, Tensing Gateway

