



## Reference case Essent



### About Essent

Essent is the largest power company in the Netherlands with over 10,000 employees. Essent Network North is responsible for the installation, maintenance and management of power transport and distribution networks within the provinces of Groningen, Friesland, Drenthe en Overijssel.

Customers have a number of choices in power suppliers, but Essent Network North handles distribution of the power to customers regardless of the power supplier. When customers experience outages or any other problems they contact the Central Support Center of Essent Network North. The Central Support Center dispatches field service engineers to the location of the problem. In addition to customer reported problems, field service engineers also perform regular maintenance and installation work on the power network.

To execute this service process Essent Network North developed a custom call intake application. But as Essent Network North's customer base grew, the application became obsolete, lacking many of the functions dispatchers and field service engineers needed to perform their jobs efficiently. After an extensive selection process Essent chose the mobile workflow application, Tensing Mobility Platform.

With the success of Tensing Mobility Platform at Essent Network North, it is currently being rolled out at Essent Network South.

### The Solution of Choice

"We have been looking for a standard package solution with a robust basic functionality to fit our company's field service process. Tensing and the solution Tensing Mobility Platform meets our desired functionalities to the fullest with a good price-to-quality ratio. Plus, Tensing's track record of managing time critical processes for other organizations is unparalleled."

Additionally, Tensing's intimate knowledge of mobile processes and mobile data communications and expertise in the utilities industry and applicable technologies played a key role in Essent's decision to work with Tensing.

### Delivered Products

- Tensing Mobility Platform: Tensing Gateway, Tensing Dispatch, Tensing Scheduler.

