



CASE STUDY

Vattenfall Services

"We needed a partner whose solution could support **all our workforce management processes and case types**. isMobile became that partner."

—Berndt Larsson, IT & Process Manager





"Our business environment is always evolving. Ongoing change within organizations and processes is the normal condition. But we have confidence in our new platform; not only has it **met our original requirements** but **responded well to unforeseen challenges** we have encountered along the way.

Few companies in our industry have been able to successfully implement such a revolutionary change on a scale that involves virtually all delivery processes and internal business models.

WE ARE PREPARED FOR ANYTHING."

— Berndt Larsson, IT & Process Manager, Vattenfall Services






SURVIVE & THRIVE THROUGH FLEXIBILITY

To continually adapt to ever-changing conditions in a competitive environment we needed **a new mindset and systems to support every link in the chain** that represents our core business—mobile maintenance and services. Ultimately, our system of choice had to meet the following main requirements:

- A **single software platform flexible enough** to handle all of our current delivery processes and case types.
- A solution that **integrates perfectly with an existing, complex IT landscape** involving numerous data sources.
- The **ability to rapidly adapt to changes** in business models, organizational structures and processes.
- The **ability to provide excellent case support to field personnel** in order to ensure SLA compliance, clear reports and **accurate billing information**.
- Optimized for **rapid deployment and ease-of-use** in order to ensure fast implementation and to minimize the need for user training.



"What we've seen so far translates to significant improvement in both planning and reporting of the work performed. The overall assessment is that our work and our new case management system very much support our continued growth—and strengthen our market position."

—Håkan Olofson, Process Development Architect, Vattenfall Services

GETTING CLOSER TO OUR CUSTOMERS

isMobile's template-based solution allows for easy business-specific customization. It makes it **easier to manage day-to-day assignment of specialist resources.**

In the process of putting isMobile's solution in place we've gone through a number of organizational and operational process changes that have allowed us to test its flexibility and responsiveness to our reality.

The new system provides a reliable foundation that enables us to **base strategic**

decisions on actual business conditions—not system functionality or constraints. We see an increasing need to better manage the dynamics of the relationships between our customers and *their* customers.

Our mission is to create a seamless link between them; our choice of partner and solution is crucial to the success of that mission.



FASTER REPORTING & ACCURATE BILLING

The mobile workforce is the core of our business. One of the primary requirements for the new solution was **ease-of-use and rapid deployment**. New service and maintenance agreements require personnel to shift between assignments and they must be able to do so as efficiently as possible.

Our field personnel now have access to **case information which accurately reflects the current customer's contract**, which in turn means that service delivery corresponds to the agreed-upon level.

Engineers can easily assess any deviation from that contract.

If the mission requires additional documentation or expert assistance the case officer easily accesses this through the system. **The single largest impact on productivity is the reporting feature** which has reduced the load on administrative resources significantly.

Field personnel now complete the necessary reports without assistance from administrative staff, which means a **greatly reduced delay between task completion and billing**.

THAT IS RETURN ON INVESTMENT.

SEAMLESS INTEGRATION

A fundamental solution requirement was seamless integration with our existing IT landscape. Now, tasks that previously required three different systems are all managed through isMobile's solution.

We have also been able to transfer some of our existing ERP system functions, i.e. timecards, which are now performed exclusively on isMobile's platform.

Thanks to a rigorous reporting system, we have a better basis for follow-up and new, better methods for long-term forecasting and resource planning.



MANAGING ALL DELIVERY PROCESSES

We operate in multiple business areas with a wide range of requirements for case information and feedback. isMobile's solution includes industry-specific templates with embedded industry experience in order to facilitate solution customization—a must for a diversified business such as ours.



SMARTER. HUMAN. AGILE

The world needs an enterprise with an entirely new approach to workforce management.
isMobile is that enterprise—creating a Smarter.Human.Agile service.

isMobile AB
Sandviksgatan 81
PO Box 58
SE-971 03 Luleå, Sweden

www.ismobile.com
info@ismobile.com
Phone: +46 (0)920-60 340

