



▶ ONE BUILDS FOR THE FUTURE

PreCom is the hub for ONE's creation of mobility for the future

HIGH REQUIREMENTS ON A SECURE MOBILITY PLATFORM

ONE Nordic AB wanted a mobile, flexible and efficient field-service organization. This is why they chose PreCom as a system platform for a mobility solution for field technicians.

PreCom is the basis of the company's strategy for a wide investment in mobility that is aimed at achieving shorter processing times and safer work environments, as well as a secure and stable platform that can be built upon in the future.

ONE Nordic AB (ONE) is the leading supplier of energy technology services in the Nordic region. The group provides field services related to electricity and energy facilities; traffic and lighting systems; and electricity, heating and communications distribution networks. The group has operations in Sweden and Norway, and employs around 1,200 people. Approximately 600 of them work in the field, using PreCom in their smartphones on a daily basis.

ONE already used mobile working methods with service-related matters, using PDAs. When the equipment started to age, ONE chose to move over to smartphones and invest in a future-proof mobility platform that could be developed further.



A quick way to get the right resource in the right place

With the solution based on the PreCom platform, ONE has been able to shorten its processing times and provide faster customer feedback. Also, the pressure on those responsible for dispatching services is reduced because the system provides an overview of where all service technicians are located, and finding the nearest person with the appropriate skills and equipment for a specific assignment is fast.

"We believe it is important to work flexibly, with modern technology. ONE Nordic AB shall offer a secure and modern mobile environment that facilitates everyday life for our employees and our customers, and that contributes to efficient processes, both within administration and production."

- Lisa Gren, Head of Business Support,
Service Business Area, ONE Nordic AB

Offering customers short response times is important to ONE – as their customers' operations are often critical, any defects must be remedied immediately.





Quick feedback to customers

Service technicians in the field receive their next assignments directly to their smartphones, along with all information required to carry out the assignments. The system also provides navigation support. Once on-site, a technician can smoothly and simply submit an immediate report on assignment status and any action taken. This real-time reporting is extremely important to many of ONE's customers since they want immediate feedback on their objects.

The service technician can also prepare and submit draft information for the invoice directly on-site, instead of completing forms and submitting them to the office later. This has reduced invoice management time to a fraction of what it was previously, and the reporting of action taken has become more precise when carried out directly in the field.

Stability and security

Many of ONE's assignments are connected to prioritized public functions; this puts extremely high requirements on the security of the mobility platform. The solution must be stable and guarantee high availability in locations with poor mobile network coverage. The PreCom platform makes it possible for ONE to guarantee the security and stability required by its customers.

Modern and attractive work environment

ONE has also noted another advantage of its mobility solution – it has turned ONE into a more attractive workplace. The solution has improved the work environment and reduced the stress levels of field employees since they receive their assignments, as well as assignment support, to their smartphones in a clear manner. The workplace is perceived as modern and at the forefront, which is an advantage when recruiting skilled employees.

"PreCom is a future-proof mobility platform that allows us to manage our user groups' varying needs without unreasonable development costs."

- Åse Petersén, IT-chef, ONE Nordic AB.

A system that can be developed further

For ONE, the management of service assignments is the first step in the company's investment in mobility. The company plans to implement a wider mobility strategy in the future – one that includes additional tasks and additional groups of employees – and it views PreCom as the hub that makes continued development possible.

Among other things, ONE plans to use the system to communicate to all its employees through an Intranet app, as a way of increasing the team spirit in a company with many mobile employees. Softhouse, one of PocketMobile's partners, managed the adaptation and integration of the solution at ONE.

ABOUT POCKETMOBILE

PocketMobile is Europe's leading supplier of mobility solutions for companies with field personnel. Our target groups are companies active within postal services & logistics, security & surveillance, and field services.

Our solution, PreCom, is a scalable mobility platform that is optimized to fit our customer's business procedures, but still based on a standard system. PreCom was built for complex, business-critical procedures with high requirements for adaptability, usability and integration with a variety of ERP and support systems. Every day, we provide a large number of businesses and over 100,000 users with a powerful mobile tool that simplifies work procedures, reduces administration and boosts productivity.

Our reference customers include global companies such as Schenker, G4S, DHL, Polygon, DSB, DSV and ElTel. Founded in 2000, PocketMobile has its head office in Stockholm, Sweden, a development center in Sri Lanka, and an international network of implementation partners.

Read more: www.pocketmobile.eu

DO YOU WANT TO KNOW MORE?

If you have questions or want to know more about what we and PreCom can do for you, contact us:

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