



ONE NORDIC

ONE Nordic achieves field service excellence with advanced workflows from PreCom

ONE Nordic AB is an advanced service company that has shown how to effectively digitalize and optimize its field business processes. Their main drivers were shortening response times, reporting in near-real time and optimizing the utilization of its resources. The usage of the PreCom mobile workflow tool to digital the processes has been a distinct success.

About One Nordic

ONE Nordic AB (ONE) is one of the leading suppliers of energy technology services and contracts in the Nordic region. The group provides field services related to electricity and energy facilities, traffic and lighting systems, heating and communications distribution networks. The group has operations in Sweden and Norway and has around 1,100 employees, of which about 600 are field technicians.

The Challenge

ONE operates in a fast-paced and mission-critical industry where the safety of the public relies on the operation of its service. The energy and electricity companies that it serves therefore expect work to be carried out immediately, with technicians arriving on time with the tools they need to complete the work the first time. Having complete visible access to their field service operations and being able to report on the progress of jobs at any time is also very important for ONE's customers.

To meet these requirements, ONE sought a solution that would enable it to gain complete visibility of its field service operations and optimize its business processes to fulfil its customers' expectations.

The Solution

As a mobility provider with a leading mobile workflow solution in the service industry, ONE turned to PocketMobile's PreCom platform to help the company address its challenges and efficiently handle its advanced service requirements.

The PreCom mobility platform can digitalize business processes and automate service workflows. For ONE, this has allowed them to achieve significant results.

"An efficient and accurate work process execution is fundamental for our business," says Lisa Gren, Manager Business Development, ONE Nordic. "The field engineers must be able to receive instant job information to their mobile devices, which will enable them to quickly and efficiently complete their jobs, the very first time. Our customers expect to get confirmation on the work performed right away and PreCom helps us to achieve this."

ONE optimizes productivity with advanced end-to-end workflows

A key requirement for ONE was to focus on improving the productivity of its technicians and overall performance of its workflows. PreCom is a tool for effectively digitalizing the complete field service process, from order and dispatch to service execution and reporting.

With PreCom, order dispatch can be optimized and immediately distributed. The service technicians receive their assignments directly to their smartphones, along with all the relevant job information.





Once on site, the engineer can directly access the information they need to help them complete the job, such as where to find the keys to access a remote site. After the job has been completed, the engineer can submit an immediate report to the customer on the job status and the actions taken. Reports can include text, forms and pictures, all of which help the technician to fully communicate and fulfil a customer's critical requirements.

The service engineer also has the tools to be able to draft an invoice on site. This invoice is directly sent to the ERP and is submitted directly to customer after management pushes the approval button. With this capability, PreCom has helped ONE to significantly reduce the time to invoice. Quality is also increased as reports and invoices that are created in the field are more precise than those that are created later back at the office.

Making smarter decisions and improving efficiencies

ONE has been able to make more intelligent and strategic business decisions, based on the information received from PreCom and the capabilities it provides to improve work flow efficiencies. PreCom provides advanced routing and navigation that provide engineers with the most efficient route to the customer, helping them improve response times and, ultimately, customer satisfaction.

What's more, if an urgent customer request comes in, ONE can leverage the PreCom platform to locate the nearest service technician to a call out or select a technician based on the skill level required, or the correct parts they have available, which has helped ONE to significantly improve response times. With instant and accurate information about their resources, ONE has also been able to increase resource utilization.

Leveraging existing resources

Prior to rolling out the PreCom platform, ONE had already built an extensive backend IT system to support its business processes. PreCom is a role-based system that is designed to allow integration to several backend systems. With the mobile extension that it provides, ONE could leverage its existing backend and use it more efficiently. It can efficiently provide access and present information in the right mobile client.

Indeed, the service engineer can access information about the customer from the ERP, access documents with instructions, and submit new documents directly to the backend.

"PreCom is an effective tool that allows us to efficiently manage and communicate with our user groups," says Åse Petersén, IT Manager, ONE Nordic.

Improving collaboration through a customized app within the app

In addition to the effective management of service orders, ONE has also expanded the use of PreCom to other areas of the business. One innovative example is how it improved collaboration and information sharing among its employees.

Many of ONE's employees are field-based who therefore spend a lot of time out of the office and do not have access to a stationary computer. ONE needed a way to efficiently reach out to these people. The company developed a customized messaging app as an extension to PreCom. Effectively, it is working as an app within the PreCom mobile app.

Stable and secure infrastructure

As ONE's business involves sensitive public safety issues, there are naturally extra-high requirements on robustness and security of their IT infrastructure. For example, this means that their mobile solution must always be stable and guarantee high availability, even in locations with poor mobile network coverage. PreCom makes it possible for ONE to guarantee the security and stability required by its customers.

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

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