

ClickSchedule Increases Customer Visits Per Day While Reducing Emergency Response Time



The Company

GSU/EnerCen (www.enercen.nl) is fully owned by ENECO Energy. ENECO Energy is one of the largest utility companies in Holland, specializing in the supply of electricity, gas and heating. GSU/Enercen is the service organization for ENECO Energy in central Holland. GSU/Enercen originated from Gasservice BV, which specializes in installation, maintenance and service of gas appliances. Enercen specializes in installation, rental and service of electro technical equipment. The combination of Gasservice and Enercen in GSU/Enercen delivers a complete package of technical services related to the supply of electricity, gas and heating. A relatively small company, GSU/Enercen has approximately 200,000 customers in central Holland.



The Benefits of Optimized Service Scheduling

- Daily engineer schedules monitored electronically so service exceptions leading to schedule changes can be handled automatically rather than manually.
- Planning for emergency responses occurs immediately so customers now receive visits within the two-hour company goal.
- Planning staff now have insight into the productivity of each engineer and can make adjustments to ensure superior customer service.
- Average work time for tasks now based on the actual working times rather than manual estimates, allowing for more accurate schedule planning.

The Challenge

With its previous service management system, GSU/Enercen manually planned the schedules of field engineers. On a daily basis, call center staff would determine whether service incidents required a whole day, half day or two-hour time slot to address an issue. Engineers would then receive their schedules the day before they visited the customers.

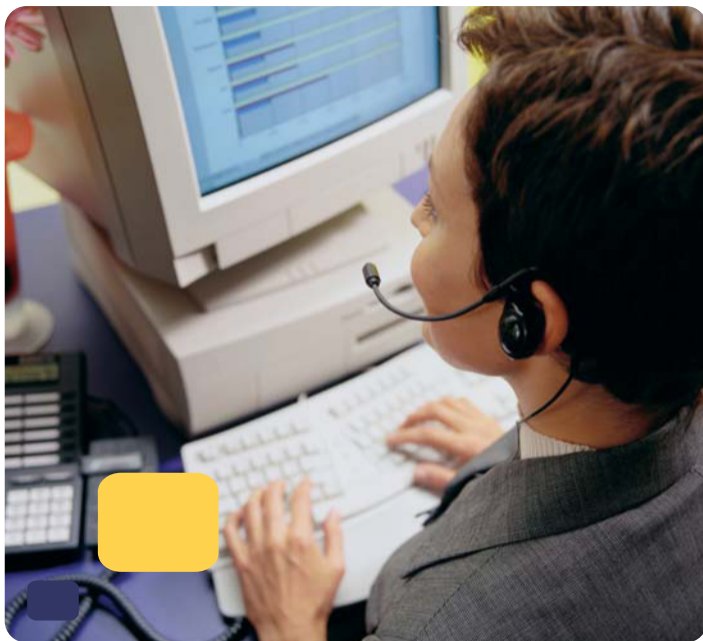


Also with the previous system, planning staff were unable to consistently calculate travel times between customer locations. The accuracy of estimates depended on how well the planner knew the area across which engineers had to travel.

"We regularly encountered problems with this process," said Gijs van Kooten, Director Finance & ICT for GSU/Enercen. "We could not quickly adapt to changes during the day such as customer visits that required more or less time than anticipated, or situations where the customer was not home when the engineer arrived."

GSU/Enercen also found it difficult to respond to emergency repair requests since planners could not always pinpoint the precise locations of engineers in the field to determine the most appropriate resource for the customer. These conditions ultimately led to planners finding themselves in reactive mode, and basing decisions on feedback from engineers or customers.

GSU/Enercen thus sought a solution that would allow its planning staff to proactively plan the day for each engineer and to react quickly and effectively to emergencies. GSU/Enercen specifically established a goal of engineers arriving at customer sites within two hours of an emergency call. To do this, the solution would need to help GSU/Enercen identify the best engineer based on availability, location and skill set.



The Solution

Before selecting ClickSoftware, GSU/Enercen formed a team of employees from its business and IT departments. The team looked at the available planning software packages and decided on ClickSoftware because it offered a solution with advanced planning and scheduling features.

GSU/Enercen also chose ClickSoftware because of its ability to integrate with ENECO's existing customer work-order system, the master database for all of GSU/Enercen's information, including engineer information such as skill sets. Changes are made to the work-order system and then synchronized with ClickSchedule using standard protocols.

ClickSoftware's ClickSchedule solution has helped GSU/Enercen optimize schedule planning based on travel times and other factors such as engineer skill sets and their upcoming schedules. ClickSchedule has also integrated effectively with GSU/Enercen's mobile solution. Every engineer can now file status reports and check on schedules instantaneously through their mobile clients, allowing GSU/Enercen to handle exceptions efficiently and quickly.

"When emergencies occur, we now immediately know who to dispatch. ClickSchedule identifies the engineer closest to the customer that also has the right skill set and immediate availability."

- Gijs van Kooten, Director Finance & ICT GSU/Enercen

- For more information on Enercen visit www.enercen.nl
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