



A mobile challenge we can ride out together

Ongoing repair and maintenance of your assets is crucial to ensuring an uninterrupted supply of water. You need to manage a vast team of field workers to ensure that your inspection, repair and modifications timetable is administered correctly. The transfer of information, scheduling of work, deployment of resources and reporting of activities all require complex management information systems which need to link seamlessly to your remote workforce.

MARKET CHALLENGES

Field crew management: Ensuring field work is scheduled and completed efficiently and safely is a serious challenge. You need to minimise repeat or wasted visits and downtime, while operating within the confines of strict safety legislation. You have to ensure that staff can access the right information from remote locations so they set to work in the right place, with the right equipment to complete the job.

Maintaining accurate information: Having multiple recording systems within your company means you must link several together for a comprehensive overview of your network which provides information that is of use to your mobile workforce. Details about customers' premises, access issues, what assets are where, meter readings and repair timetables are vital to run efficient and cost-effective field operations.

Integrating information systems: Often field crews are outsourced but they still need access to your information and be able to provide you with valuable information in return – even if they have a different way of processing data. Compatibility, security and resilience of data transfers are all essential considerations.

Transferring data: With workers in remote locations, often in areas with poor communications, you are looking for increasingly innovative ways to contact them and ensure they have the information they need to do their job. You have to make sure that your capabilities in voice and data networks are robust and secure.

THE LOGICA SOLUTION

Supporting your mobile working teams requires you to have systems that can withstand the pressures of hostile environments, meet safety regulations and can manage complex data transfer needs. Logica knows which systems will work for you and deliver the information that will ensure your workforce remains effective no matter how complex the environment.

We can offer you:

A mobile network: Your workers need to be connected to you at all times, with sophisticated devices that are tough enough to withstand the stresses and strains of difficult working conditions. Handheld computers that can relay specific and complex information across the network are essential. We work with all the main GIS vendors to integrate their products into a wealth of different technical environments and back office systems so that information is presented to staff in a way that is clear and understandable.

Logica knows which systems will work for you and deliver the information that will ensure your workforce remains effective



Data management: Managing a mobile workforce that is maintaining assets across a large region generates a vast amount of data on asset condition, maintenance performed and repair activities. This needs to be linked with mobile workers timetables, qualifications and current locations, as well as with financial systems that can show the most cost-effective course of action. We are data management experts and can advise you on how best to hold, transfer and manipulate your data. We can also advise on how to store it, audit it and keep it up to date. We have extensive expertise in database construction and administration and in building management information reports that provide information that is of value to your business.

Asset and resource management: Automation of work and resource management both in the office and in the field can deliver you significant benefits. Effective scheduling of your hundreds of daily work crews over your different geographies and reduce labour, fuel and equipment costs as well as carbon emissions. You will also enhance productivity and improve customer satisfaction. We can help with our Asset and Resource Management (ARM) product suite. Or we can work with you to integrate your existing applications. For a company with a field workforce of 300 and 50 dispatchers, ARM Scheduler can deliver:

- Fuel cost reductions of over \$7000 per month
- Carbon emission reductions totalling 200,000 kilogram annually
- At least 30 minutes more time per resource
- Increased field worker productivity drives over \$18,000 in additional value added work
- \$4 million benefits when allied with mobile workforce solution such as Logica's ARM Field Manager



DID YOU KNOW

- We delivered an infrastructure management outsource capability to Morrison Utility Services, a company which specialises in supplying field workers. The system enables Morrison to provide services to a number of water companies in the United Kingdom, including Anglian Water, Yorkshire Water, Thames Water and Severn Trent Water
- Logica has implemented an innovative solution for its clients to help protect their mobile lone workers
- We implemented a Direct Sales Force mobile solution to aid RAC's 220 independent sales representatives working in the field with an objective of signing up new members to the RAC's range of services. This solution was based on proven technology from iAnywhere, which is validated by Siebel and already deployed across a range of industry sectors.

Logica
Tel: +44 (0) 207 637 9111
energyandutilities.uk@logica.com

www.logica.com

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com

AUSTRALIA / BELGIUM / BRAZIL / CANADA / CZECH REPUBLIC / DENMARK / EGYPT / ESTONIA / FINLAND / FRANCE
GERMANY / HONG KONG / HUNGARY / INDIA / INDONESIA / KUWAIT / LUXEMBOURG / MALAYSIA / MOROCCO
NETHERLANDS / NORWAY / PHILIPPINES / POLAND / PORTUGAL / RUSSIA / SAUDI ARABIA / SINGAPORE / SLOVAKIA
SPAIN / SWEDEN / SWITZERLAND / TAIWAN / UKRAINE / UNITED ARAB EMIRATES / UK / USA