

STUDY CASE



Company: COFELY, GDF SUEZ Group

Business sector: Energy Services

Software: *MEDIACONTACT*

Interconnection: GSM and 3G network

Use: Administration of 3,800 PDA's

Profil

COFELY is a subsidiary of GDF SUEZ Energy Services, the European leader in the field of multi-technique services with 75,000 employees, generating a 2007 turnover of 13 billion euros. Since 2000, COFELY has relied on self-deployed, self-managed "mass market" mobile terminals to provide communication tools to its team of 10,100 employees, which includes nearly 3,800 field technicians.

Requirement

Based on this experience, COFELY launched a search in 2005 to find new terminals to help them overcome the problems associated with the very short service life of "mass market" terminals.

In 2006, Elyo selected:

- The rugged " Motorola Symbol MC70 running Windows Mobile " supporting GSM and 3G networks.
- IBM, for field user support services.

Solution

IBM uses *MediaContact* software on each MC70 to provide remote user support and computer based administrative services.

Equipped with these terminals, technicians have access to the business Information System, including functions for client call management, maintenance management, and billing statements. Data, such as client requests,

can be received directly and technicians can upload data into the Information System.

This integrated information management system allows COFELY to provide their clients with an interactive and transparent business relationship.

The average cost per technician for the solution corresponded to the cost equivalent of 7 minutes of work per day, which corresponds to an estimated per technician savings of between 8 and 14 minutes per day. The overall savings are clear.

MediaContact Functions

- Transmission and updating of reference data (installation files, technician files).
- Automatic data diffusion following organizational changes.
- Inventory, management and configuration of remote computer fleet.
- NetOp remote control for Help Desk services.
- Digital distribution for patches and security software during off hours to limit constraints on COFELY technicians.
- Digital distribution for new application versions.
- Overseeing application configuration and maintenance thanks to automatic detection of version variations.
- Update progress visibility to COFELY via daily activity reports.

"Thanks to IBM's service and the MediaContact software, we have access to the inventory of each device, data from deployment reports, after-sales service for each terminal, and visibility for terminal communications activity. Together, these services are invaluable in ensuring the proper functioning of our applications."



Hervé KERLEGUER
COFELY - Business Applications Manager

