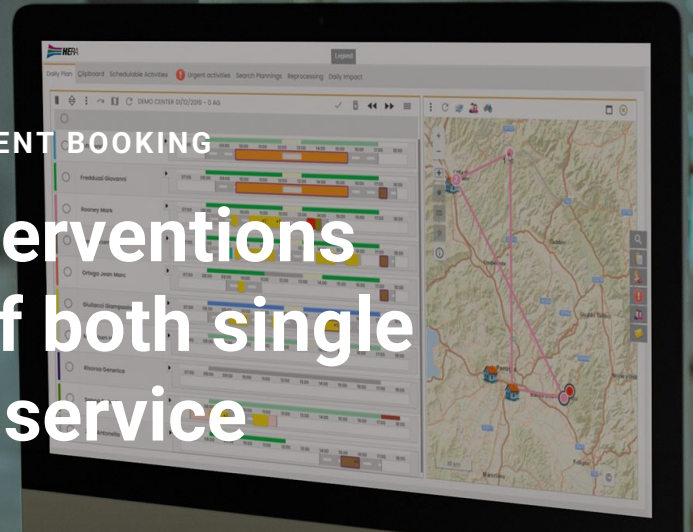


HERA - APPOINTMENT BOOKING

Optimized interventions management of both single and multi-service



The Hera Group is one of the largest Italian multi-utility companies operating in a variety of sectors ranging from environmental services, integrated water cycle, energy supply (electricity and gas distribution and sale, energy services), public lighting and telecommunication.

KEY INFORMATION

Industry

Energy & Utility

Region

EMEA

Website

gruppohera.it

CUSTOMER'S NEEDS

Optimize interventions booking

The primary requirement of Hera was to adopt an autonomous system for the optimized interventions management of both single and multi-service (gas, water, electricity) supplies at the end client premises, according to territorial division parameters and in order to guarantee the defined service levels, through the integration with the SAP Regiogrupand ECC platforms.

OUR SOLUTION

To fully meet its needs, Hera, already an OverIT's customer, has once again chosen the Geocall product and its optimized appointments booking functionalities

Through the Regiogroup integration for the territorial organization, Geocall allows Hera to efficiently manage, throughout the working day, the agenda of appointments with clients and all the related single intervention requests for single service types, such as water, gas and electricity, as well as multiple requests of the same client for multiple services at the same time.

By relying on a forecasting model, Geocall thus allows to automatically generate, in real time and in any condition, an optimized appointment with the clients, by taking into consideration parameters like territorial rules, defined service levels and local holidays. Furthermore the application provides the user with reporting systems allowing to display on Geocall the full list of appointments and the related main information such as place, address, date, time and reference of the generated Work Order.

BENEFITS

Greater efficiency and flexibility thanks to centralized management of appointments

Optimized management of more than 1,000 appointments/day: both Hera and external companies' technicians are now able to take charge of such tasks

Enhanced efficiency thanks to an optimized use of the resources throughout the working day

Reduction of travel times and costs

Greater flexibility in the agenda management

Single system for the appointments management optimization