

Panasonic
BUSINESS

TOUGHBOOK

 Windows 10



PRODUCTIVITY

**PERFECTED
TRUST. IN US.**

WHITEPAPER:

RUGGED MOBILE COMPUTING IN ACTION FOR UTILITIES

A Better Life, A Better World

RUGGED MOBILE COMPUTING IN ACTION FOR UTILITIES

How field staff, businesses and customers benefit from Panasonic TOUGHBOOK

Success in the utilities sector rests on equipping field staff with the right technology. This technology should be unfailingly durable, easy to use, and allow workers to deliver the excellent experience that utilities customers demand now more than ever.

The following customer stories show the results TOUGHBOOK devices have had perfecting productivity within this most demanding of sectors.





Keeping the lights on for the UK population

UK Power Networks owns and maintains the electricity cables and lines across London, the South East and East of England. Its 2,500 field engineers maintain and upgrade power equipment, move and connect new electricity cables and carry out maintenance near or on overhead power lines.

When UK Power Networks implemented a business transformation process to improve customer service and make savings through efficiencies, a fundamental step in the process was equipping its field engineers with a single, mobile computing device to meet their needs.

Today, the Panasonic TOUGHBOOK G1 tablet has been rolled out to 2,500+ field staff across the business and is used as their critical communication tool. Connected to the company's SAP Enterprise Resource Planning (ERP) system, the field staff receive their job instructions through the device using mobile SAP applications, which have been called 'My Jobs' on the tablets. Engineers are able to access real-time and offline maps, as well as information on assets, health and safety, and policy and procedure. Each device is equipped with the latest industry-leading GPS technology to allow field staff to pinpoint their work areas and destinations faster and more accurately than ever before.

The benefits over UK Power Networks' old paper-based system are clear. The integrated map and asset information has proven a significant time saver, allowing field staff to reach and attend to customers quicker. If users complete a job early, information on the next task can be relayed to them directly, removing any need to return to the office. This difference improves productivity, cuts down on costly, excessive travel, and enhances the all-important customer experience.



“The Panasonic TOUGHBOOK tablets are an essential element of our business transformation programme and Panasonic has delivered on everything we asked for and some.”

**JON MASON,
LEAD FIELD ENGINEER,
UK POWER NETWORKS**





Cutting down the steps to productivity

Enerya provides natural gas transmission services in nine Turkish cities. In the natural gas transmission sector, the importance of the field force has quickly increased in recent years. Enerya, giving top priority to customer satisfaction, requires a field force that takes full advantage of today's mobile technology. When the company needed mobile devices that were durable, powerful, and compatible with their communication and processing software, they turned to Panasonic TOUGHBOOK.

Enerya opted to deploy the TOUGHBOOK B1 to its field staff. This tablet uses an Android operating system and was designed specifically to be used in the field. Thanks to the dimensions of the tablet (17.8mm thick, 545 grams), Enerya field workers became able to share information when they wanted, wherever they were.

The combination of Enerya's ongoing mobile transformation project and the Panasonic TOUGHBOOK deployment have made a quick impact on Enerya's workforce productivity. Before, processes were not automated and devices and software were incompatible. Now Enerya benefits from technology that makes the workflow much smoother and greatly reduces the number of steps in the work order process.



“We reduced seven steps of a work order process to three steps. Thanks to the mobile applications used by our team, we made great progress both in data accuracy and in time and resource savings.”

**ARDA ANIL,
INFORMATION TECHNOLOGIES MANAGER,
ENERYA**





Bringing mobility safely into port

Repsol is a multinational energy company that operates in the hydrocarbons sector in over 30 countries. With more than 36,000 employees, it is one of the top-ten largest private oil companies in the world and the largest private energy company in Latin America in terms of assets.

Repsol has rolled out 100 Panasonic TOUGHBOOK units distributed among retailers at the organisation's seaports. These seaports are located along the entire Spanish coastline, where workers automatically record diesel at fishing and yachting ports. As the environment surrounding the service stations is normally very challenging due to rain, saltwater, grease and temperature variations at all ports, Repsol wanted tough equipment, which would tolerate hostile environments as well as possible falls.

After rolling out rugged, ultra-mobile TOUGHBOOK devices at the ports, Repsol reported that the waiting time for vessels to refuel was significantly reduced. Other benefits and savings have included:

- Paper savings with invoicing that takes place directly on the system.
- Savings in the cost of sending out documentation: the invoices are sent to the customer online.
- Improved performance for employees in terms of time (thanks to no duplication of work) and by eliminating transcription errors.
- Improved customer service and care as the mobile PCs offer speed, a modern image to customers, innovation, and up-to-date technology.
- A device that tolerates everything, equipped with resistance to drops, to salt in marine environments and corrosive atmospheres, and to extreme temperatures and weather conditions.

For Repsol, TOUGHBOOK has become an invaluable tool for coming safely into port.





Panasonic TOUGHBOOK is committed to continuing to transform productivity for field workers in the utilities sector.

Learn more about the specific benefits of TOUGHBOOK devices for the utilities specialist by sending an email to panasonic@insidemarketing.co.uk.