



## CASE STUDY

# ENERGY SUPPLIER CHOOSES ONE-STOP-SHOP INTELLIGENT SCHEDULING SOFTWARE



**EnBW Energie Baden-Württemberg AG, one of the largest energy companies in Germany and Europe, selected FLS VISITOUR to increase the efficiency of its field operations and customer service. Two major areas deployed are the metering division and EnBW Regional AG which maintains and operates electricity distribution grids with a length of 100,000 km covering 19,200 sq km.**

As part of a programme for next generation workforce management, EnBW Regional AG selected FLS to implement an intelligent scheduling and route optimisation tool. The new workflow was to integrate with an existing SAP environment and enable efficient scheduling of 230,000 task assignments per annum for 750 field technicians.

Today, FLS VISITOUR schedules planned and emergency tasks including complex orders requiring multiple technicians simultaneously, multiple days, split orders, trips to storage depots, specific equipment and vehicles required. Technicians receive tasks on mobile devices and send status messages which trigger the dynamic optimisation of the entire schedule in real-time.

The EU requirement to install Smart Meters in every home and premise is a major customer service undertaking and EnBW AG selected FLS VISITOUR due to its ability to offer valid and cost effective appointments in less than a second whilst carrying out efficient resource planning.

### The results

With the flexibility of FLS VISITOUR, EnBW have addressed complex scheduling needs and customer service challenges to perform effective planning whilst achieving major cost savings.



#### Industry:

Utilities and Metering

#### FLS product: FLS VISITOUR

#### Requirements:

- Effective scheduling of 230,000 tasks to 750 distribution network field technicians including coordination of complex work orders
- Efficient customer service and scheduling for metering technicians
- SAP Integration

#### Benefits:

- Significant cost savings
- Improved order fulfillment
- Reliable appointments with customers

**More information:** [www.enbw.com](http://www.enbw.com)



**FLS contact:** Jeremy Squire · Managing Director  
FASTLEANSKART UK LTD.  
T +44 1183 800189 · [jeremy.squire@fastleansmart.com](mailto:jeremy.squire@fastleansmart.com)  
[www.fastleansmart.com/en](http://www.fastleansmart.com/en)