

# MORE EFFECTIVE WORKFORCE MANAGEMENT IN VSE THANKS TO POSAM'S AUTOMATED SOLUTION

## Key benefits of solution:

*Automation of entire process, meaning:*

- Shorter planning process to a third of the original time
- Increased productivity by more than 20%
- Reduced administration to less than half
- 90% reduction in costs for paper documentation
- Minimising human factor errors
- Increasing the overview of the work of workers in the field
- Objective evaluation of the effectiveness of a worker and workplace

## Customer characteristic

### Industrial sector:

Energy

### Customer profile:

*Východoslovenská energetika, a.s. (VSE) is an energy company that provides a full range of services linked to the distribution and supply of electricity. More than 1500 employees administer a portfolio of over 619,000 points of supply and 23 670 kilometres of network. Since 2003, VSE has been part of the German group RWE, which is one of the largest energy concerns in Europe.*

**The PosAm solution for managing workers in the field (Workforce management) converted the complex 'paper' process of arranging work orders in VSE to an automated and electronic procedure. The new system ensures the assignment of the correct workers with the right tools and skills to appropriate work, at the right time, ensuring optimum performance.**

## INITIAL STATUS

The Metering service division of VSE with a staff of 70 resolve as many as 104,000 requests/work orders a year throughout East Slovakia. The whole process of dealing with a work order transpired in hardcopy paper format to date. This procedure was complex for planning, implementing and checking. In the beginning, the planner had to print out the requests and divide them among workers in the field. In the field, they had to 'manually record all outputs to the reports and then transfer their content to the information system. This process produced errors, did not facilitate thorough record-keeping of material and did not allow for optimum utilisation of work capacities.

## TARGETS AND SPECIFICATIONS

The vision of the target status was summarised by the representatives of VSE in one line: "To ensure the designation of tasks to the right workers, with suitable skills for the assigned work, and at the right time so that they provide optimum performance."

The expectations were focused mainly on optimising the management process, on better checks and on simplifying the work of workers in the field. The aim of the changes was to reduce costs, increase output and raise the quality of servicing customers.

“Thanks to its own solution, PosAm managed to integrate a new system to our complex IT environment in a way that fully satisfies our requirements for fully-automated management of people in the field in real time. In addition to increasing and improving the quality of output, the electronic work orders also produced a reduction in costs and an increase in customer satisfaction.”

ING. MÁRIO ŠOTTER, HEAD OF THE METERING SERVICE DIVISION NN, VSE

### SOLUTION

Based on its excellent insight into the market, VSE knew that although the unified solutions of world producers would be able to satisfy its needs, it would be at a disproportionately high cost. It therefore opted for PosAm Servio, which was suitable both in terms of functionality and the ability to adapt to the company's specific requirements. PosAm possesses an excellently controlled system for workforce and task management in the shape of its own platform PosAm Servio, with automatic monitoring of defined quantitative and qualitative parameters. The most demanding part of the project was therefore its integration to the existing company IT environment, comprising more than half a dozen systems, chiefly on a SAP platform. They included SAP IS-U, system for communicating with mobile devices of workers in the field, GPS system, attendance system and also an ERP and printing system.

Following implementation of the PosAm solution, work orders are now created in electronic form and sent via GSM directly to the mobile device of the field worker. When deciding who to assign the work order to, account is taken of data on workforce availability from the attendance system, their work placement and competences from the HR system and also the schedule of tasks and trips throughout the region. It secures the automatic identification of meters, automatic readings from their registers and the signatures of customers are also digitally scanned. Photo documentation from the points of supply is also recorded.

Completing the project, including analysis, proposal of solution and target concept, took nine months, due to its complexity. The actual application was gradually rolled out in VSE over the space of four months, with one-month pilot operation in the Košice region. The system was put into live operation in January 2013.

### RESULTS AND BENEFITS

Implementation of the PosAm solution produced compelling positive results for Východoslovenská energetika. The planning process became faster, work of employees was simpler and smoother, the allocation of work tasks was more targeted, enabling workers to be used effectively in the field, the customer request fulfilment time was shortened, the planning and provision of services was more accurate, with better records of used meters and far higher quality of information for effective management of the entire operation.

Electronic work orders therefore contributed to increasing effectiveness and to cost savings, which for VSE means a problem-free and swift return on investment.



PosAm's goal is to deliver usefulness to customers through unique solutions based on potential of information technologies. The company is certified by ISO 9001:2008, ISO/IEC 20000-1:2011, ISO/IEC 27001:2005, OHSAS 18001:2007 and ISO 14001:2004. PosAm is the holder of the National Quality Award and as the first Slovak based company it was granted the award „Recognized for Excellence in Europe“ by the European Foundation of Quality Management (EFQM).

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