

MOBILIZING THE WORKFORCE

VALUE OPPORTUNITIES

- *Improve customer service*
- *Improve forecasting and planning capabilities*
- *Optimize management of mobile teams*
- *Optimize logistics*

TXT E-SOLUTIONS RESPONSE

- *TXT-Demand Planning*
- *TXT-Production & Procurement Planning*
- *TXT-Operation Planning & Scheduling (Including ATP – booking - Capacities)*
- *TXT-Mobile*

RESULTS

- *Better reaction to market and respect of Service Level Agreements*
- *Higher organizational efficiency*
- *Reduced management costs*
- *Better management of company assets, sub-contractors and suppliers*

Corporate Profile

Italcogim SpA, a multiservice industrial group with headquarters in Milan, is a leader in the distribution of natural gas and in energy, water and environmental services. The Group's service offering is handled by its specific companies (Italcogim Vendite, Italcogim Reti, Unendo energie, Waste Italia) coordinated by the mother company. Italcogim SpA (www.italcogim.com) boasts 40 years' experience and is currently the fourth largest utilities Group in Italy. In 2001 it posted a turnover of €550 million and had 3700 employees.

Business Context

The context in which the Group operates, one of liberalized markets, government regulation and Service Level Agreements, is highly competitive, forcing efforts targeted both at improving service and reducing costs. The Group's opening toward other services and thus the transformation into a Multi-Utility, makes the challenge all the more daunting. The current scenario requires a strong presence on the ground with improved management of work teams and better collaboration among the various resources involved in the processes.

Italcogim's Challenge

The project for optimizing the Group's logistics chain is part of a broader effort to rationalize its ground-based activities and is dictated by the diversification of its offering. Italcogim has adopted the TXT SC&CM® suite by TXT e-solutions with the objective of increasing the effectiveness of forecasting and planning for operations

and materials, service reservations and scheduling and optimization of mobile teams.

The integration of Mobile Workforce Management solutions, whose huge potential is recognized by Italcogim, allows them to provide better service cost-effectively in full compliance with Service Level. Respect for end-user demands, top priority of Italcogim, is thus fully guaranteed.

Why TXT?

The determining factor in choosing TXT e-solutions was the readiness of a vertical solution for Utilities with a scalable, easily integrated Workforce Management module. The suite is particularly complete, integrating forecasting, planning and scheduling modules with innovative solutions for wireless communication and collaboration. All integrated with the most widely used ERP, CRM and packages from other vendors. TXT e-solutions also has a strong presence in Italy, along with cost-competitive and rapid installation. The two Groups have established a partnering relationship that is well consolidated.

The Solution

The TXT SC&CM® for Utilities & Services industry solution implemented at Italcogim's 17 Operations Centers and 2 Contact Centers across Italy effectively performs the following functions:

Demand Forecasting

The TXT-Demand Planning modules enables the user to understand, quantify and time demand through analysis of past data and advanced forecasting techniques. This module can also be used

over the web for more effective collaboration among agents and marketers spread about the territory.

Resource and Materials Planning

The TXT-Production Planning module vehicles the definition of resource and materials requirements, and consequently enables replenishment and (if appropriate) outsource planning. TXT-PP also performs feasibility analysis to resolve any critical points in the process and enables the rapid simulation of alternative scenarios based on what-if hypotheses.

Online appointment reservation. Using the ATP tool, client services can be reserved online. The tool verifies the request's feasibility, managing priorities among services, operators and appointments (including personalized requests), and optimizing resource deployment by competency and location.

In the context of a liberalized market, the web tool can be used by various Contact Centers and Sales Offices, both Italcogim's and those of external marketers.

The result of this "intelligent reservation" system is the grouping of on-call customer services, so their execution can be optimized, guaranteeing respect for SLA.

Operations Planning and Scheduling

The TXT-Operations Planning & Scheduling module covers Work Force Management functions, generating automatic work plans and service assignments to work teams, optimized according to: competencies requested; costs; resource availability; location; shortest route; urgency. Planning can be done for various time frames and enables simulation and comparison of alternative scenarios on the basis of "rightness" indicators.

Work Force Management:

the TXT-Mobile module extends the functions of Work Force Management through the use of wireless communication devices. This module enables users to send orders and basic assignments to the mobile devices of operators in the field, and to summarize and total the work they perform.

More generally, TXT-Mobile allows the company to monitor the duration of job execution and to provide support in data entry and multichannel (Wap, pocket PC, Portable PC) and multiprotocol (GSM, GPRS, Wlan,http) browsing to field service workers.

The results, as evaluated by Italcogim, are reduced management costs, improved service quality, better organizational efficiency and performance control, and better reaction to market changes.

“TXT SC&CM® enabled us to implement a new organizational model that drives leaner and more efficient use of the various company assets involved in issuing services in the field. This lowers costs significantly and at the same time guarantees high levels of service quality. TXT e-solutions showed itself to be a reliable and competent partner at every phase of the project.”

Ing. Valerio Dho, Technical Director and Head of New Services, Italcogim Reti S.p.A.

“The modular nature of the TXT SC&CM® solution allowed for integration of an innovative Mobile Workforce Management application with our SAP management applications. With this best of breed approach we achieved a significant reduction in time to “up-and-running” for a complex system, guaranteeing tight control of the overall integration.”

Stefano Bosi, IT Systems Manager, Italcogim S.p.A.

TXT
e-solutions

ITALY

TXT e-solutions SpA

Via Frigia, 27
20126 MILANO
Tel. +39 02 25771.1
Fax +39 02 2578994

Offices in: ROMA - GENOVA -
TORINO - BARI

FRANCE

TXT e-solutions SARL

35, rue des Jeûneurs
75002 PARIS
Tel. +33 1 55 80 79 40
Fax +33 1 45 08 08 06

GERMANY

TXTe-solutions GmbH

Zum Warturm 9
D-63571 GELNHAUSEN
Tel. +49 6051-6183-11
Fax +49 6051-6183-29

SPAIN

TXT e-solutions S.L.

Av. Diagonal, 463 bis, 3º, 1ª
08036 BARCELONA
Tel. +34 93 3634040
Fax +34 93 3634041

U.K.

TXT e-solutions SpA

Britannia House
11, Glenthorne Road
Hammersmith, London, W6 0LF
Tel. +44 208 735 6527
Fax +44 208 748 4250

www.txt.it
www.txtgroup.com

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