

OSIATIS HAS DECIDED TO EQUIP ITS ROAMING ENGINEERS WITH WEELOG MOBILE SOLUTIONS

The aim is to improve the flexibility and efficiency of service at customer sites

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As part of its facilities management and maintenance activities, Osiatis has decided to install Weelog's mobile solution on the personal assistants (PDA with UMTS or GPRS networks) of roaming engineers at customer sites, providing them with a complete tool with an easy and ergonomic interface for managing on-site services dynamically.

The purpose of this project is to improve customer satisfaction by optimising real-time traceability of interventions, productivity, the quality and reliability of information and to dematerialise documents.

Technical data are entered either manually or by means of bar codes. All necessary information can be parametered, such as location (via an optional GPS) and allocation of assets.

Weelog – A solution geared to Osiatis' needs

Over the past five years, Weelog and Osiatis have forged a close relationship while working on projects at shared customers, now culminating in the use of Weelog's mobile solution by Osiatis' engineers.

From inception, Weelog's product strategy has reflected the following three principles:

- simplicity: the dematerialisation procedure is an integral part of this kind of structuring mobile solution. Functional analysis and user changeover support are decisive criteria. Weelog's solutions are very easy to use, install and maintain. They do not require special expertise, which reduces implementation time and simplifies upgrades
- a packaged offer based on proven, optimised operating practices. Weelog's overall strategy focuses on three segments: management of assets, management of actions and management of movements. A single software can manage several procedures, which lowers ownership costs.
- open-endedness, since mobility must be considered a "mobile extension" of existing applications. Interoperability is therefore a key feature of the design.

The first results are in:

Osiatis has already implemented this solution for many major facilities management projects.

Osiatis is a leading French IT service provider specialised in selective and future-proof IT management with complementary offers in the areas of engineering, support services and infrastructure and applications maintenance.

Osiatis has a workforce of almost 3,000 employees and is established in France, Belgium/Luxembourg, Spain and Austria.

*Osiatis is listed on Eurolist of Euronext Paris
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Osiatis has observed the following advantages:

- real-time traceability of inventories, management of services, maintenance and IMAC
- productivity gains: the tool triples the number of assets an engineer can inventory per day
- improved customer satisfaction. Osiatis' services require continuous visits to customers under increasingly demanding SLAs (Service Level Agreements). The use of mobile technology, with optional automatic reception of interventions on PDAs, allows Osiatis to keep its promises to customers.
- quality and reliability of information: service reports and inventories are no longer duplicated unnecessary.
- documents are dematerialised: Weelog's solution reflects the general shift to sustainable technology by reducing Osiatis' paper consumption.

Weelog's solutions are so easy to install and use that certain Osiatis customers are beginning to use them for their own on-site interventions, allowing Osiatis to share its experience and to provide customers with on-site inventory and incident management solutions.