

altlogic

Bord Gáis Energy Case Study



CLIENT:	Bord Gáis Energy
DATE:	Current
LOCATION:	Republic of Ireland
ENGINEERS:	60+

OUR RELATIONSHIP WITH BORD GÁIS ENERGY

Alternative Logic have had a relationship with Bord Gáis Energy since 2010, firstly at arms length through a managed service provider, and subsequently following a tender process in which Alternative Logic were the standout providers for field management solutions the relationship is continuing today.

2000 Homes per Week

60 Service Engineers

This work covers the Republic of Ireland

SERVICE AND REPAIR

Bord Gáis Energy is the number one provider of gas boiler servicing and repair in the Republic of Ireland. The contracted service engineers are provided with an Enterprise Digital Assistant upon which a FieldLogic Application is loaded to manage job allocation and data capture including job charges, boiler details, visit history and customer acceptance signatures. The captured data is then interfaced with Bord Gáis Energy's customer care and billing system to complete the customers journey.

QUALITY AND CUSTOMER SERVICES

Bord Gáis Energy has a fully operational back office customer service centre which manages the interface between customers and service engineers.

Our off-the-shelf mobile workforce application, FieldLogic alongside OfficeLogic allows the Boiler Services team to become more informed about the service they are providing. OfficeLogic allows for deep insights to be achieved on many different metrics including trending geographical availability and bookings all of which has led to informed decisions being taken.



ALTERNATIVE LOGIC AND THE FIELD LOGIC PLATFORM

Bord Gáis Energy use Alternative Logic's FieldLogic workforce management platform.

"FieldLogic captures all aspects of our job data in real-time, which is then relayed to our back office solution in order for a comparison exercise to be undertaken, which measures our results against the customer care & billing software. By using FieldLogic, we provide a service that consistently exceeds our performance targets"

Gary Griffin, Service Delivery Manager - Boiler Services, Board Gáis Energy

To summarise some of the features we have created include - job planning and logistics, providing appointment confirmation, a communication interface for service engineers in order to handle all their queries, seamless customer service provision via Bord Gáis Energy's Back Office contact centre and spare parts management.

Bord Gáis Energy has worked closely with Alternative Logic in the deployment of a fully configurable software system which provides the following features:

WORKFORCE PLANNING

- Allocation of appointment times on a bulk and/or individual basis;
- Allocation of stock to required works and;
- Incorporation of job routing to service engineers.

JOB MANAGEMENT

- Central work assignment;
- Job details;
- Contracted Service Engineer progress;
- Customer details;
- Stock orders;
- Tailored software and survey builds depending on work and;
- Job status, which is transmitted from the Enterprise Digital Assistant in real time during the course of a business day.



DATA ITEMS

- ETA history;
- Calls to customer history;
- Engineer travel status to or from customer, and time spent on site;
- Questions from customers;
- Completion status and;
- Customer signatures.

Rules incorporated into the job control ensure critical data is captured. Following data capture, the job can proceed to the next step. Data produced is used to populate customer invoices, which include itemised services and consumables used.

STOCK MANAGEMENT

- Creation of purchase orders
- Tracking of goods and consumables
- Receipt of credit notes
- Product maintenance
- Product item history and
- Stock audits

COMPREHENSIVE REPORTING

- Business analytics
- Monitoring of key performance indicators and
- Health and Safety compliance tracking

