

**IVU.workforce at  
 Stadtwerke München**

**INTEGRAL ORDER  
 MANAGEMENT FOR  
 MORE THAN 330,000  
 ORDERS PER YEAR**



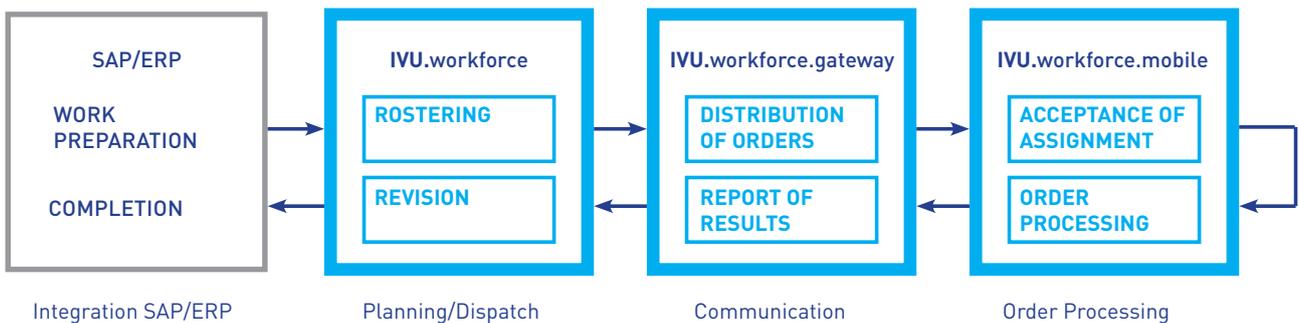
**INITIAL SITUATION**

The utility company Stadtwerke München carries out its supply mandate in the branches of electricity, gas, water and district heating. Stadtwerke München's field services include a large array of order types, from readings and assembly to accounts receivable management. The different metre types for the various supply branches and the multitude of order types place special demands on data collection and order documentation.

**OVERVIEW**

<b>Employees</b>	Approx. 8,350, of which 170 employees work with IVU software products
<b>Total orders</b>	More than 333,000 orders processed with IVU.workforce (2015)
<b>Branches</b>	Electricity, water, gas, district heating
<b>Objectives</b>	Optimise dispatch Standardise data collection and documentation Make it possible to work across all branches
<b>Special features</b>	Completely new conception and development with subsequent support since 2008 Various SAP peripheral systems

**TYPICAL DEPLOYMENT SCENARIO FROM IVU.WORKFORCE**



## OBJECTIVE

Already in 2006, Stadtwerke München was looking for an integral workforce management system. It wanted a system that would be able to plan the deployment of field workers from all three branches by means of standardised processes. At the same time, the system should be able to perform the majority of the planning automatically.

It was hoped that standardising the data collection and documentation processes would in turn lead to an increase in data quality. SWM wished to integrate the SAP interfaces for importing and exporting base data from the various branches into the new system.

## SOLUTION

By choosing IVU.workforce, Stadtwerke München obtained a workforce management system that joins together the tasks of dispatching, planning and order documentation. The order dispatch has since been extensively automated. Standard workflows have been defined across the various branches.

Thanks to its online access via mobile end devices, order data can be retrieved and forwarded practically in real time. All relevant information is available to field workers at all times at their deployment locations. Practical checklists facilitate work with customers.



IVU.workforce.mobile – Order data wherever you need it: when working in the field.

IVU.workforce was installed to import base data and to export the data collected by the field workers. SWM then connected it to the SAP system. Numerous configuration options make it possible to modify and adjust the processes.

## RESULTS

Using IVU.workforce enabled SWM to support its order dispatch electronically. This led to a clear increase in efficiency. Furthermore, consolidating and standardising its processes raised synergies, which is ultimately profitable for the end user as well. Field workers can now use IVU.workforce.mobile's mobile application to perform their work on-site in all of the company's branches (e.g. reading the water and electric metres) if this has to be done for the same customer.

Moreover, data quality has increased since introducing IVU.workforce, as the system ensures smooth and secure documentation and forwards information on to the responsible division automatically.

*“The configurability of IVU.workforce.mobile allows us to model all types of orders. From simple forms with just a few fields to complex workflows with hundreds of individual steps, it is possible to reproduce anything.”*

### Dr Gerhard Popp

Manager of Applications – Technical Business Areas Stadtwerk München