Publiacqua: Tapping the Source of Fast and Efficient Service with Mobile Solutions for Work Management from SAP

Providing clean and pure drinking water to over 1 million people in Tuscany, Publiacqua manages 9,700 kilometers of aqueducts, 6,200 kilometers of sewers, 241 plants, and 2 laboratories. To ensure safe and reliable service, field technicians must have access to the technology they need to do their jobs efficiently and effectively.

With the SAP® Work Manager mobile app and the SAP Workforce Scheduling and Optimization application by ClickSoftware, Publiacqua can keep its 200 technicians and subcontractors connected, delivering notifications, work orders, and updates to their mobile devices in real time. Work schedules can be optimized according to technician skills and location, minimizing travel time, increasing productivity, and cutting costs. When it comes to employee and customer satisfaction, the benefits are as clear as a tall glass of Publiacqua water.

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Executive overview

Company
Publiacqua S.p.A.

Headquarters
Florence, Italy

Industry
Utilities

Products and Services
Collection, treatment, conveyance, and distribution of drinking water; collection and purification of waste water

Employees
647

Revenue
€160 million

Web Site
www.publiacqua.it

BUSINESS TRANSFORMATION

The company's top objectives

- Automate paper-based processes with electronic records that can be created, accessed, and maintained via mobile device
- Eliminate duplicate data entry
- Increase control over resources available in the field
- Improve employee and customer satisfaction by increasing field capacity

The resolution

- Deployed the SAP® Work Manager mobile app and the SAP Workforce Scheduling and Optimization application by ClickSoftware
- Integrated with the existing SAP ERP application, allowing technicians to manage maintenance and service orders on the back end

The key benefits

- Faster dispatching and execution of operations by allowing work orders to be handled remotely in the field, rather than back at the office on a PC
- Schedules that are optimized throughout the day by adjusting job and resource allocation according to technician location, availability, and skills
- Assistance alert functionality for safer working conditions in the field
- Better customer service with faster response time and service restoration

"Publiacqua is the first Italian company to adopt SAP Workforce Scheduling and Optimization. Using advanced mobile technology has enhanced the professionalism of our technicians in the field. This has improved Publiacqua's operating processes and service to citizens while also saving time and costs."

Luciano Caroti, IT Manager, Publiacqua S.p.A. and Ingegnerie Toscane Srl

TOP BENEFITS ACHIEVED

60%
Faster delivery of price-for-service quotes for new projects

2x
More efficient service repair process in the case of failure

79%
Less overtime required of dispatched technicians

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