



Case Study

Smart Workforce Management System for French Water Utility Company

LTIMindtree enabled seamless inventory visibility and guided maintenance for field force efficiency of a French water utility company.

Client

The client is a French multinational company involved in water management, waste management, and energy services business, having wide presence in approximately 48 countries in the world.

Challenges

The client was facing following challenges in its field maintenance service process -

- Disparate solutions for managing field force activities
 - Longer service turnaround time
 - Lack of robust collaboration platform between field force and back office
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LTIMindtree Solution

The solution implemented by LTIMindtree included following elements -

- End-to-end work force management solution including Contract management, Depot repairs, Mobile Apps, Wearable Integration, etc.
- Automated the complete service management process for water equipment services, which were installed and deployed for end customer.
- Mobile application for the field crew to address service orders with multi-language support.
- Google Map integration and cloud hosting of apps.
- Next-gen extensions - IoT, Augmented Reality, Wearables, GIS, and route optimization.
- Guided maintenance using Augmented Reality for quicker resolution.

Business Benefits

- **Increase in plant and field operational efficiency.**
- **Quicker complaint resolution, resulting in shorter turnaround time.**
- **Generation of additional services revenue.**
- **Real-time view of spare part inventory and technical publications.**
- **Improved field force productivity.**

Technology

SAP, Google Maps integration, AR, IoT

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