

UTILITIES

enersuisse AG increases efficiency and reliability in field service with Getac rugged tablets

/ Challenge /

enersuisse AG is the leading service provider in the Swiss energy market and operates the country's largest service platform in this segment. The company focus on maximum efficiency and the best customer experience. enersuisse's field service technicians often work outdoors and in all weather conditions. The tablets previously used had reached the end of their life cycle, could no longer withstand the conditions, broke quickly and caused downtime during operation. The battery life was also inadequate. The company needed reliable and powerful tablets for its field service.

/ Solution /

Thanks to the roll-out of Getac rugged tablets, the company can meet the special challenges of field service in the energy sector. The rugged tablets are extremely powerful and can with-stand both high and low temperatures, dust and drops. This enables enersuisse to reliably handle all work processes in connection with meter and load switching management.

/ Benefits /

By using the Getac UX10 tablets, enersuisse was able to significantly increase efficiency in the field. Thanks to the rugged design and long battery life of the mobile computing solutions, the technicians can carry out their work without interruption and even in very adverse con-ditions. Corresponding applications support them in digitizing their work orders, which leads to faster and error-free execution of tasks.

/ enersuisse AG /

"The Getac UX10 tablets are a successful solution for handling all processes regarding meter management and load switching management quickly and reliably."

Daniel Pfister, Technical Administrator at enersuisse AG



Getac UX10
Fully-Rugged Tablet

/ Challenge /

enersuisse AG was formed from the merger of three of the most important energy suppliers in Switzerland. The company now operates the country's largest service platform in this sector. At a time of change in the energy market, enersuisse provides all partners with access to innovative and modern services and solutions. The focus is on the professional handling of all processes relating to energy consumption and the implementation of sophisticated projects.

At the Dietikon site, enersuisse employs around 180 people, who impress with their efficiency and excellent customer service. With a portfolio of around 800,000 customers, the various departments such as Customer Service, IT & Transformation, Excellence and Measurement Technology have a lot of work to do.

In addition, the energy industry's requirements for complete meter-to-cash (M2C) billing - this is the process from reading the energy meter to receipt of payment from the customer - have increased in recent years. Efficient processing is more important than ever.

Field service technicians face various challenges in their daily work: They usually work out-doors and in all weather conditions, exposing their equipment to extreme temperatures, dust and dirt. They need robust devices that can withstand these conditions while offering a long battery life.

The company had already introduced mobile devices from another provider in 2019, which are now reaching the end of their life cycle. This was associated with a high failure rate, with major consequences for operations. A better solution was needed.

/ Solution /

enersuisse searched for the ideal replacement and found it at ETSchweiz, Getac Platinum Partner in Switzerland. ETSchweiz implemented the rugged solution competently and reliably to enersuisse's complete satisfaction - from consulting to product and solution selection to after-sales service.

With the UX10 tablets from Getac, the field service technicians master the special challenges of everyday work without any problems. "The fully rugged Getac tablets perform the whole day and work without any problems even in heat, cold, dust and dirt," says Daniel Pfister, technical administrator at enersuisse AG.

Pfister emphasizes the high performance and reliability of the devices: "The Getac tablets are a successful solution for handling all work processes in connection with meter management and load switching management based on the latest technologies," says Pfister. And in conjunction with the installed applications, the work can now be carried out completely digitally with the Getac rugged tablets.

The Getac tablets are equipped with accessories such as handles and hand straps as well as a stylus, which further increases ease of use. The long battery life (with high-performance batteries for winter) and fast processor allow technicians to work all day without interruption.

/ Benefits /

"The introduction of the rugged tablets has significantly increased efficiency and overall productivity in the company and enabled a high degree of automation," says Pfister. Thanks to the Getac tablet solutions and the applications installed on them, the field service technicians can complete their tasks faster and completely digitally.

The robustness of the devices eliminates unplanned downtime, and technicians no longer have to travel long distances to replace defective tablets. This saves time and money.

"Since using the Getac tablets, we no longer have any unplanned downtime because a specialist can no longer work," explains Pfister. "They are also very popular with our employees due to their ease of use, particularly long battery life and functionality."

The connectivity of the devices is also impressive. The recorded data is usually synchronized three times a day, which enables smooth documentation and billing.

enersuisse plans to replace all household meters with smart meters by 2027. Getac tablets will play an important role in this.

