

CASE STUDY

MOBILITY



Company: DALKIA

Business sector: Energy services for institutions and companies

Software: **MEDIACONTACT**

Interconnection: GPRS / WiFi

Use: Centralized administration of 3,500 communicating PDAs used by service technicians

Profile

A subsidiary of French companies Veolia Environnement and EDF, Dalkia is the European leader in energy services for institutions and companies. Its activities include integrated onsite energy management, district heating and cooling systems management, services for industry, and global facilities management. Facilities maintenance is guaranteed by 7,000 field technicians - 24 hours a day, 7 days a week.

Requirements

As part of its information system overhaul, Dalkia wanted to equip all its traveling service technicians with a communicating mobile solution to optimize the entire information management chain, and to provide clients with real-time service tracking via its extranet.

Considering the number of terminals and their distribution throughout the service area, the necessity of remotely managing PDAs and embedded applications had to be addressed in order to guarantee continuing optimal service and to facilitate future service dispatches.

Solution

Dalkia chose HP 6300 terminals. Complete technical services management for the solution was awarded to Econocom, a Telelogos Certified Partner company. The management infrastructure is based on two MediaContact servers with load distribution in a secure data center. MediaContact intelligent agent for Windows Mobile/CE is loaded on the PDAs and runs in transparent mode without the need for any user intervention.

Since technicians' service stops are frequently in underground locations, the GPRS

connection from the terminal to the server is intermittent and depends on a MediaContact synchronization mode. Synchronization is scheduled to occur twice daily and can be executed manually by an Econocom help desk engineer. MediaContact handles terminal hardware and software inventory, and automatic distribution of application updates. The software is also used to remotely activate or deactivate Wi-Fi. Various failure-prevention processes will then be progressively implemented using MediaContact intelligent agent monitoring information, like the management of memory usage threshold alerts.

After an initial prototype stage, a pilot project involving 300 technicians was completed. The solution was then deployed to 3,200 additional roving technicians. Dalkia has already planned to implement it in other European countries, which would include another several thousand technicians.

Solution support is handled by only three Econocom engineers for the 3,500-PDA system. A two-day technical training session was required to get them fully up and running with the MediaContact software.

“ Given the number of PDAs that were deployed, it was critical from the project's outset to consider a solution for managing the terminals. MediaContact gives us real control over the entire fleet of PDAs while increasing their availability and without hindering users. ”

Fabrice Jean
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