

“95 % of all our orders are finished while at the customer”



## Invoicing has become easy

**WPA is more than a good investment for Energiservice, it's a vital tool in their business. Their WPA solution connects businesses, reduces wasted resources and directly impacts the bottom line.**

Energiservice's mission is clear; it is to be the leader in the oil and gas furnace market & have premier knowledge of our customer's solutions. "We have been the leader in the market for the last 10 years and wish to stay on top," Simon Mortensen, CEO of Energiservice. "WPA helps us reach our goal" but emphasizes the importance of integrating the system into the company and its practices.

Energiservice previously was a part of YX Energi. But since August 2007, Energiservice has been an independent company with over 30,000 customers. These customers require at least one visit a year. During the visits the energy technician will perform a service check, fill-out a service report and invoice the customer.

"It is clear that simplifying these processes will increase profit by saving time in administration, reduce mailing expenses, reduce the risk of miss billing and the need for paperwork and manual system entries," states Simon Mortensen.

After trying another system, Energiservice chose WPA Mobile. "WPA is a standard system that easily integrated with our ERP system (AS 400) and its hardware independent," he explained. With such flexibility Energiservice doesn't have to tie itself with a single hardware distributor.

### Invoicing occurs in the field

When the service inspection is done, the technician can print the invoice and service report on-site. Any questions can be handled while the technician is still with the customer. This can save a lot of time and confusion down the road.

"95% of all our orders are finished while with the customer," explains Simon. This streamlining of the billing process clearly affects our bottom line in a positive manner. Our service technicians are more independent with the WPA system and have greater freedom to plan their own workday.

### 30 Years Experience

"Less paperwork and fewer errors during the billing process is one of the greatest advantages with the WPA solution," states Jørgen Petersen. Jørgen Petersen is a technician who has been working in the Energy sector for over 30 years. And he believes the business is a world apart from when he started. "We used too much time picking up and delivery our work orders in the office, filling out reports with pencil and paper. We also spent time resolving any misunderstandings between the field technicians, customer and office."



#### Overview

##### Profile

Energiservice (formerly a part of YX Energi) is Denmark's largest provider of oil furnace services. The company has over 30,000 customers both private and industrial with over 60 field technicians.

##### Situation

Energiservice needs are for a system that effectively reduces paperwork, supports their daily-work processes and helps their field technicians perform their job effectively.

##### Solution

Energiservice tested for 2 months to ensure the WPA system functioned properly with their ERP-system. After 10 months all their field technicians were connected to the WPA system. Energiservice is using the latest version (3.0) of the WPA WinPlan and WPA WinClient.

##### Benefits

- 95 % of all orders are finished while at the customer site - quicker billing
- fewer misunderstandings and mistakes
- technicians are more independent
- noticeable reduction in administrative costs



"The work process has become much more effective. Billing and other questions can be dealt with onsite with the customer this in return eases the accounting process, immensely," states Jørgen, he goes on to tell. "With the WPA system we can track the customer's service history down to the littlest detail. This helps demonstrate credibility and instills greater customer satisfaction."

### Quick and easy startup

"Is WPA software difficult to learn? No, actually it isn't. I was quick to learn and it wasn't long before I knew it like the back of my hand," declares Jørgen. "A few employees had some issues when originally WPA was first implemented but they quickly learned. The WPA system is logically built and fits our business branch."

Energiservice had a 2 month test period where a few employees tested out the system. "I would recommend the same. Any issues that arose were resolved in cooperation with WPA before going into production," tells Simon Mortensen.

The process for full integration into production happened for this customer in a step like process. This was done to ensure that the field technicians, Administration and Energiservice's various IT-systems were all on the same page. "This was very important, when expecting our ERP-system to troubleshoot and function properly when integrating with WPA," ads Simon Mortensen.

### Pick a solution that fits

Energiservice chose a solution based on Lenovo Laptop PC's. "We didn't choose a PDA solution because we wanted to be prepared for the future demands of energy reporting and because of the larger screen," states Mortensen. He recommends that during the test period trying both the PDA, PC & Tablet solution to find out which one best suites your daily needs.

Quality and stability are keywords for Energiservice. This is why they went with hardware from Lenovo. "We are extremely satisfied with the quality. It's durable enough to be in a service vehicle and deal with the technicians' oily fingers," he says with a smile.

Jørgen Petersen works in the North East section of Sjælland where having good coverage is important. "As soon as I set my usb-modem in the laptop, my daily orders begin to show on the screen," adds Jørgen.

The office administrative worker can see the status of the field technician's orders. And since the administrative worker can see the status of each order; they are able to give the customers better information when they call with questions.

"With WPA I have less paperwork and an easier accounting process. It isn't difficult to learn and operate and it is stabile and reliable"

Jørgen Petersen, Energy Technician

### Details

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Software  
WPA Plan Standard and WPA  
WinKlient, version 3.0

Hardware  
Lenovo T42

Start  
Marts 2006

ERP-system  
AS 400

ERP-supplier  
WM Data

Mobile Phone Operator  
3

Users  
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