METTLER TOLEDO **optimizes** the **management** of its **technician callout schedules** with GEOCONCEPT
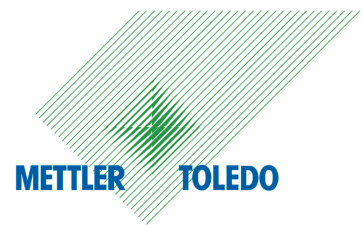
METTLER TOLEDO is implementing the Opti-Time solution worldwide and acquiring Opti-Time Mobile in France to optimize its 175 technicians' curative maintenance operations and regulatory auditing of weighing equipment.

METTLER TOLEDO's challenge: to optimize its technician callout schedules and to improve customer service quality

This curative maintenance and regulatory auditing of weighing equipment requires METTLER TOLEDO's technicians to manage more than 100,000 customer callouts a year, representing around 6 million kilometers on the road.

Their daily operations entail various business constraints:
• more than 60,000 different items of equipment with maintenance activity not on the same contractual basis;
• 20 000 callouts at short notice and a precisely defined service level agreement (SLA) to be complied with (SLA clause);
• 45 000 schedule confirmations to be notified to the DIRECCTE (Regional Company, Competition, Consumption, Labor and Employment Directorates);
• servicing of complex equipment.

METTLER TOLEDO France therefore sought to equip itself with a service call schedule management solution capable of integrating all its business issues in order to:
• optimize its 175 technicians' routes in real-time;
• reduce distance between appointments;
• have greater visibility of the call schedules;
• improve customer service quality.

About METTLER TOLEDO:
METTLER TOLEDO is one of the leading manufacturers of precision instruments and a service provider for laboratory and production applications. The company provides product weighing, analysis and inspection solutions to help its clients to speed up processes, improve productivity and comply with regulatory constraints.

The group
■ More than 60 new products launched each year
■ 12,500 staff
■ 175 technicians in France
■ 100,000 calls per year
■ Turnover of 2.5 billion dollars
■ Global footprint with sites in 36 countries
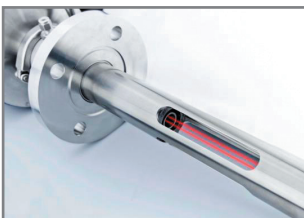
GEOCONCEPT's customized response: Opti-Time Global Geoscheduling and Opti-Time Mobile

In 2014 the METTLER TOLEDO Group invested in scheduling software to realize this project, opting to implement the Opti-Time Global Geoscheduling solution globally in its information system from 2015 onward to leverage a comprehensive and personalized solution that takes account of mobile resource business constraints, and which enables movements to be optimized in a coherent manner.

In France, METTLER TOLEDO also opted for the Opti-Time mobile application to enable technicians to consult their diary information directly from the field, both online and off-line, and communicate with the system in real time (displaying appointments, geolocation, posting and sending service call reports...).

"Once we had revised the processes we initially had in place and configured the solution to reflect the technicians' activities, Opti-Time quickly became indispensable for the day-to-day optimization of appointment scheduling. Each mobile resource's optimized schedules are now universally accessible in real time from a desktop computer or smart phone with information on the assignment - customer whereabouts and contact details, equipment serial number or quotation - being immediately sent to the technicians' mobile
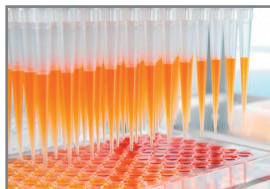
devices", explains Jean-Paul Canonne, METTLER TOLEDO's Technology Projects Director.

Moreover, Opti-Time communicates in real-time with geolocation systems, enabling technicians to establish a direct connection between the solution and the GPS application on their terminal for greater convenience and efficiency.

"These GEOCONCEPT solutions enable us to improve our technicians' productivity, saving travel time between each assignment and adhering more closely with schedules. This means our teams spend more time with customers, our service quality is improved, and we avoid penalties for failing to comply with the SLA clause defining our exact targets and the service level to be provided to our customers; this represents annual savings of 20,000 Euros", says Jean-Paul Cannone.

Better customer communication and superior working comfort

Real-time optimization of schedules has improved customer satisfaction. More time is spent with the customer, they are provided with accurate reports on the service call, a call notification is automatically sent when confirming or changing appointments (postponement, rescheduled service call).

Greater working comfort has been observed for users of the tool. Managers are now in control of technicians' workload, with better visibility of service call schedules. The schedulers benefit from integrated tools and are more easily able to manage movements with less initial expertise required.

"The software proposes solutions and all the scheduler needs to do is confirm the most appropriate one. Tracking the completion of the assignments is very visual, making it easier to understand at a glance which appointments have been confirmed and which not, and which service calls have been completed", says Jean-Paul Cannone.