

EASY



05/04/2006

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Service organisation

BT Europe

- 23 Sales companies
- 3500 employees in service market, whereof ~ 2,200 field service technicians
- Approx 1500 Service Vans
- 5000 performed service jobs per day
- 60-80% scheduled jobs
- 1500 material shipments ordered and delivered every day



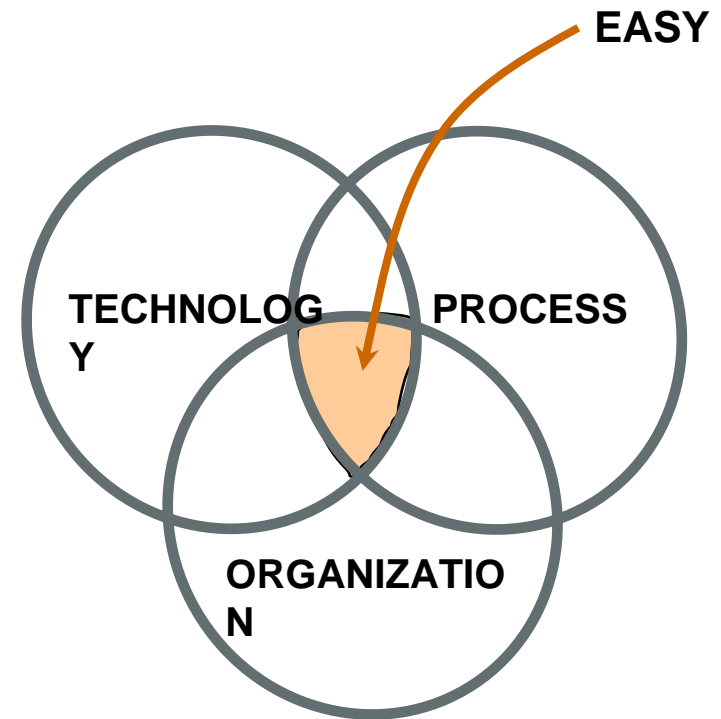
Easy - Development

EASY = Engineer Administration System



EASY –Objectives

- To implement a best practice service order process!
- One standard process for all Sales Companies!
- Increase Service Revenue
 - Increase the revenue per Service Engineer
- Improve the administration of our service operations
 - Reduce our cost for service administration
 - Increase Service Engineers per Support staff
- Improve utilisation of Service Engineers
- Be perceived by customers to be Innovative!



QP = Quality Parts

- Support engineers with parts information
 - Time saving finding parts
 - Correct parts are ordered
 - Faster updates of documentation
 - Reduces amount of produced paper
 - Integrated with Easy
 - Can be used as stand alone!



Pos	Description	Pcs	PartNo	Note
11	Lock	1	209871	
12	Arm	1	209872	
13	Consol	1	212805	
14	Screw	2	29592	
15	Nut	2	173037	



EASY – Indicators

Increase Service Engineers per Support staff Indicators	Before	Current state
• No of Worksheets copy	>3	0-1
• Feedback of worksheets	1-14 days	<1 day
• Parts replenishment	3-14 days	1 day
• Rolling planning	Monthly	Daily
• Input of information	2 or more	1
• Order spare parts direct	No	Yes
• Auto directed allocation	No	Yes



EASY – Effects

- Decreased cost of Back Office admin
(Decrease BO personell approx 30% at same or better service internally and externally)
 - Improved Service Engineer efficiency
 - Better planning and utilisation of service Engineers
 - Improved Cash Flow
 - Better invoicing accuracy
 - Reduced logistics cost
 - Less errors
 - Faster and more accurate communications and information flow
 - Strengthen Customer Relationship
 - More Competitive – Better image!
 - Motivated Staff
 - Efficient “start-up” of new Service Engineers & Back Office personnel
 - Better Data Quality
 - New Opportunities – Checklists.....
 - Payoff 2 years!
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- More vulnerable...

