



Dear potential customer,

Regardless of business sector, we help your business grow and compete by reducing administrative burden, improving customer satisfaction and becoming more efficient.

Interestingly though, we do all this with something as simple as pen and paper.

Ubisys was formed in 2004 and has rapidly become a leading service provider and integrator of Anoto based digital pen and paper solutions. Based near Leeds, we have clients all over the UK in every business sector and almost every vertical.

Working in partnership with mobile operators, software vendors and resellers we extend the use and purpose of Digital Pen and Paper by developing bespoke applications and databases. Our solutions deliver immediate benefits and measurable ROI in relatively short timescales.

If you want to know more, don't hesitate. Call today.

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# Customer Case Study





# IMMEDIATE AUDIT ANALYSIS

**HOW A UBISYS SOLUTION HELPED 'E.ON UK IMPROVE AND STREAMLINE THEIR WORKING AND INTERNAL PROCESSES.**

## ABOUT

E.ON UK is a leading energy company in the UK and is one of the UK's leading energy suppliers. They are also the second largest electricity generator in the UK. E.ON UK are part of the E.ON Group; the world's largest investor-owned power and gas company, which has its headquarters in Germany. Their Complex Metering division is responsible for the installation, removal and changing of large meters in complex situations such as large industrial and commercial settings.

**“16,200 audit reports automated and streamlined.”**

**“UBISYS PROVIDED A TOTAL END TO END SOLUTION THAT SAVES LIVES AND MONEY”**

## AT A GLANCE

- 1,350 SCHEDULED AUDITS PER MONTH.
- DUPLICATION OF WORK.
- MANUAL INPUT OF COMPLETED AUDITS.
- DIGITAL PEN DEPLOYED TO 150 USERS.
- IMMEDIATE BENEFIT.
- CUSTOM INTEGRATION WITH CUSTOMER DATABASE.
- BESPOKE DATABASE DEVELOPED
- TRAINED TO ADMINISTER AND SUPPORT.

## THE BUSINESS CHALLENGE

E.ON carry out 1,350 scheduled audits per month on complex meters. These audits include both Work In Progress and Post Completion of work carried out by E.ON's 60 engineers. Tracking the compulsory number of Audits along with compliance and failures was very difficult due to the way in which the audits were reported back to the office to be inputted to the computer system.

This meant many hours of duplication of work, separate spreadsheets for all inspectors, no integration with any databases and far too much room for error in something as critical as electricity and gas.

E.ON needed to:

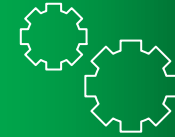
- Know instantly where they were monthly against audit target.
- Allow the business instant access to completed audit reports to spot potential repeat errors and signatures.
- Ensure all audit reports are returned to the office in a timely manner.
- Reduce the duplication of work.
- Report on each engineers work thus spot possible training requirements.

## THE SOLUTION

In the spirit of partnership, E.ON and Ubisys set about designing a Digital Pen solution that would meet the needs of the business and users alike. Technically the solution now means that all audit reports are sent electronically and integrate instantly with a custom developed database at E.ON in conjunction with Ubisys.

Audit Reports are completed with a digital pen which are then sent via a mobile phone over the mobile network to the Ubisys Formidable software located at their Head Office which in turn integrates directly with the customers custom designed database.

- A PDF of all Audit Reports are available within seconds of the forms being completed.
- XML output is immediately integrated with the EON database.
- EON have real time access to all completed Audit Reports.
- Reports can be generated per engineer and Field Team Leader (FTL) showing current audits against target, top issues, and number of pass/fails.
- Allows for immediate analysis of the results of all audits.
- Manual input of information is no longer required.



## CUSTOM SOLUTIONS

Ubisys understands not all businesses work the same way. Our goal is to provide our clients with the services they require to realise a fully working and integrated solution that works within their existing business processes and applications.



## EASY DEPLOYMENT

Formidable is an easy to use and simple to manage Digital Pen and Paper platform. Either hosted by us or locally installed, you can access the system securely from any Flash enabled web browser.



## SUPPORT

When it's in, working and delivering the benefits we agreed up-front, our support service will ensure any issues, no matter how large or small, get quickly fixed.

