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*The new app is faster, easier to use and it gives a better overview of the addresses our meter reading personnel need to visit. After implementing modern and innovative solutions, I often get positive feedback from our customers.”*

**Frank van Rossum,**  
Project Manager IT & Mobility  
Consultant,  
Enexis



# Managed Mobility for Meter Reading @ Enexis

**Capgemini enables  
Enexis mobile  
workers with  
customer information  
to be brand  
ambassadors through  
innovative  
technology using  
iPad app**

## The Situation

Enexis, a regional electricity and gas network operator in The Netherlands, is responsible for servicing around 2.6 million households, businesses and official agencies. Enexis aspires to create a better, smarter and more efficient grid that is future-ready, which would digitally enable its employees to connect better with their customers.

With the mobile platform for their utility meter reading facing the end of its lifecycle, Enexis was looking for a new platform that would allow easy and fast application development and deployment. The initial focus would be in two areas: developing apps for primary processes, starting with meter reading and securing a platform for IT that supports app development and maintenance. The platform would need to operate as a hosted service, and be integrated into the Enexis system landscape. The project was input for a broad-based mobile strategy for Enexis.





## The Solution

Enexis engaged Capgemini to explore possibilities of a platform for mobile apps for meter reading. The Capgemini team developed an iPad app to be used by the meter reading personnel. The app connects to the SAP-based backend (SAP IS-U<sup>1</sup>) for planning, accessing customer information and retrieving meter data. The devices are remotely managed and use an enterprise app store for app deployment.

The iPad app operates in an online-offline manner. It supports employees who visit customers and small businesses to register their meter readings. The app can also be used offline, and real-time synchronization starts as soon as a data connection is available. The app allows integration with Google Maps and Street View in order to help the operator identify where the addresses are located. All customer information and meter specific data is stored on the device.

Capgemini used their Managed Mobility capability in this project to provide an “as a service” solution for Enexis: with Afaria (the SAP Mobile Device Management (MDM) solution) for device management and Sybase Unwired Platform (SUP) for data synchronization. This configuration enables developers to build apps that connect business data to mobile workers on any device. The model also helps to update and wipe data remotely, and allows access to the app store. With the hosted service, SUP makes the connection to the SAP backend of Enexis through a secured Tibco web service.

## The Result

Enexis staff can now share more information with the customer or end-user and be ambassadors through new and improved technology, using an app on their iPad. Enexis also benefits from increased process efficiency, employee satisfaction and a hassle free mobility platform through a hosting model. The result is a much lower TCO compared to their current solution. The easy management and deployment of app updates and ability to create new apps is a major improvement as well as a component of the much broader mobile strategy that is providing comprehensive benefits to IT management.

An added advantage is that hardly any training was needed to use this app, in comparison to the full week that was needed to train personnel using the older solution.

Additionally, in terms of user experience, the new app requires far fewer screens, allowing for easier navigation by the user.

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<sup>1</sup>IS-U: The SAP Utilities component is a sales and information system that supports all business processes and utility services of a utility company.



## How Enexis and Capgemini Work Together

Capgemini and Enexis have a solid, long-standing working relationship, which meant that the project could start on a truly collaborative level with a Capgemini consultant experiencing a day in the life of a meter reader employee. Likewise, since Capgemini understood that the user experience is crucial for the acceptance and further rollout of the app, potential users were invited to participate in their Rapid Development and Visualization workshops, where an initial mock-up and design of the app were developed. Right from the beginning, it was clear for the meter readers that a huge advantage in usability would be realized with the new app.

Using “Agile” methodology and leveraging Capgemini’s expertise with SAP and managed mobility allowed the entire project, including set up of the mobile platform, development of web services in SAP and app development, to be completed in just three months.

### About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world’s foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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Capgemini Netherlands  
Global Utilities Sector  
Mobile Solutions

In collaboration with



### About Enexis

Enexis manages the energy networks in the Northern, Eastern and Southern parts of the Netherlands. We provide gas and electricity to a total of around 2.6 million customers on a daily basis. We maintain and renew the network (power cables, gas pipelines and substations) and care for high standards of network reliability and safety.

Consumers and businesses rely on us for the energy they need to be always be available to them. We can understand that completely at Enexis. We appreciate that energy is an important basic facility and that therefore we, as the network operator, have a social and economic role to play in that respect. Our vision, mission and core values are also based on this principle.

More information is available at:  
[www.enexis.nl](http://www.enexis.nl)

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