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» We are absolutely convinced
of ISEC7 for SAP® solutions:
With this solution, we are using
cutting-edge technology.«

Cord Mueller, Managing Director of Stadtwerke Aalen

EXCHANGE OF MOBILE METERS FOR MUNICIPAL UTILITIES WITH **ISEC7 FOR SAP® SOLUTIONS ERP.**

THE CUSTOMER

Stadtwerke Aalen is a municipal energy supplier and service provider for the city of Aalen and its region. The company takes care of the provision of electricity, natural gas, heat and water and also evaluates the quality of drinking water. Also, it coordinates and realises meter exchanges. In the area of shared service and in the metering department the company employs 25 people responsible for the meter exchange processes. In times of rapid distribution of so called smart meters, Stadtwerke Aalen was looking for a mobile solution for meter exchanges.

THE CHALLENGE

The employees in the shared service and in the metering department should have mobile access to all order relevant data. As all services are based on SAP software, Stadtwerke Aalen required a lean and practical application enabling mobile access to SAP data and systems. Additional criteria of the solution were: to save costs, to allow easy and precise data recording and to provide a broad range of administration options.

The new solution should display the whole service process on a mobile device. It should help to eliminate mistakes caused by manual data transfer and improve the ability of service personnel to take action and give information to clients. Employees at all levels should obtain mobile access to SAP data.

THE USAGE

ISEC7 for SAP solutions helps to improve the entire service quality of Stadtwerke Aalen.
Besides eliminating manual transmissions mistakes and improving access to information of service technicians on site, photo and GPS documentation are facilitating to verify maintenance or damaged spots as well as to document installations or meter exchanges.
Sensitive client information is perfectly protected due to integrated secure container solutions.
For integrating and programming of the solution pure ABAP skills are sufficient - thus significantly reducing costs of development and operation.
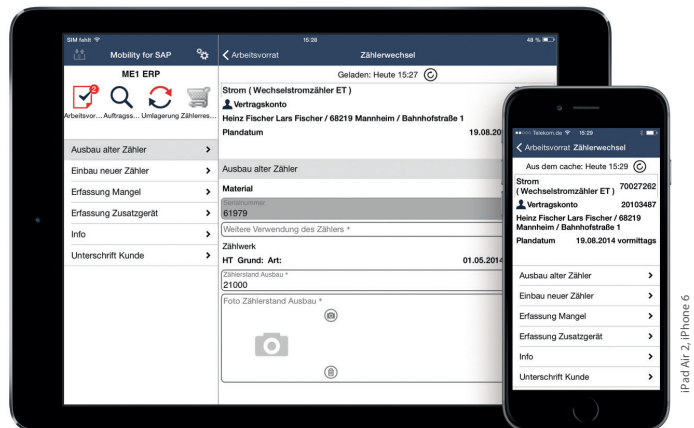Since January 2014, Stadtwerke Aalen has been using ISEC7 for SAP solutions for their mobile meter exchange – a flagship project for other municipal utilities that are faced with enhanced requirements of meter exchanges and wish to mobilise their employees.

THE SOLUTION

Stadtwerke Aalen selected ISEC7 for SAP solutions – the solution was then modified by ISEC7 implementation partner movento to fit their special requirements.

With the help of the new solution, the meter exchange was mobilised - for planers, service technicians and administrators. It enabled mobile access to SAP CRM, SAP ERP and SAP Workflow. Service technicians can now review latest data and thus inform their dispatchers about running contracts, material availability, status of current projects and further information. Replacement orders can be simply managed with an order dashboard in SAP IS-U.

A scan feature allows the recording of meter numbers and barcodes. Furthermore, digital signatures can be caught on mobile devices, mobile printouts of note documents can be handed out and stock withdrawals can be directly booked in the material management.

iPad Air 2, iPhone 6

in cooperation with **movento**

ABOUT ISEC7

The ISEC7 Group is a global provider of mobile business services and software solutions. The company was one of the first movers in mobilizing company and business processes. Today, ISEC7 has numerous renowned companies and governmental organizations as committed customers. The company

continually invests in the evaluation and development of new technologies. ISEC7 solutions, such as ISEC7 Enterprise Mobility Management (EMM) Suite, ISEC7 Mobile Exchange Delegate and ISEC7 for SAP® solutions have proven to be groundbreaking in the mobile data sector.

ISEC7 for SAP® solutions allows access to SAP backend without the need for additional middleware.
ISEC7 was founded in Hamburg / Germany in 2003. The company operates globally with offices in Germany, Great Britain, USA, Australia and New Zealand.

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