

Nokia smartphones help Veolia Voda improve business relationships and efficiency

Case Study: Mail for Exchange for Nokia smartphones

NOKIA
Connecting People

Veolia Voda

Company:

Veolia Voda

Primary business:

Water management

Professional overview:

The Czech Republic's largest water management company serving over 4 million people and 40 businesses.

Number of employees:

20,000 (Global)

Flagship office:

Prague, Czech Republic

Website:

www.veoliavoda.cz

Customer challenge

Workers in the field didn't have access to email. Switching from voice only to voice with data would help them work more efficiently by giving mobile access to email, the internet and company information.

Products

- Nokia Eseries smartphones: E71, E72 and E52
- Mail for Exchange® for Nokia smartphones utilising Microsoft® Exchange ActiveSync®

Business results

- No extra investment required for the switchover to Mail for Exchange
- Improved integration between Veolia Voda's existing Microsoft platform and Nokia smartphones
- Greater responsiveness and efficiency when resolving 24/7, critical issues relating to drinking water and sewerage
- Improved customer relationships by being more responsive, for example in emergency situations
- Employees continued to enjoy a familiar user interface, optimum call clarity and long battery life
- Low training costs combined with high employee uptake

Nokia has worked with Veolia Voda to put smartphones in the hands of most employees. Water is an essential part of everyday life, so providing a mobile solution that resolves issues for customers is saving the company time and money while contributing to a healthy society.



Vital public service provider improves response times and efficiency

Veolia Voda operates throughout the Czech Republic – it's the largest company in its sector. With a workforce that's widely dispersed in over 600 water treatment centres and with a network of over 30,000 km of sewerage and water mains to look after, its challenges are unique.

The nature of the work means that the services it provides are vital to customers' daily lives. In fact, there are over 40 companies and 4 million customers who rely on Veolia Voda for drinking water, sewerage, drainage and a range of water management services.

With many of its employees not based in the office, the company has traditionally kept in touch by voice call. However, in the last two years, it has prioritised mobile email to improve the speed of response to customers and to resolve issues more efficiently.

This move beyond voice calling has better equipped operations staff to deal with problems wherever they arise. Plus, enhanced mobile email and online access makes prioritising workloads easier, especially when they are travelling or when urgent issues arise.

Building a technology solution based on trust, familiarity and performance

Veolia Voda is a long-standing customer of Nokia. That's why working with a trusted business partner was critical to a speedily and successfully deploying mobile email.

Starting with senior management, over 500 key operational staff were first given access to email. This quickly improved the flow of management information, communication and co-ordination of resources across the whole company.

The reasons for choosing Nokia in the first place are still priorities for Veolia Voda. Nokia smartphones provide reliability, clarity of voice calling and outstanding battery performance – qualities that the upgraded devices continue to deliver.

Maximising infrastructure, minimising costs

Once the decision to move towards mobile email was made, the implementation was relatively simple. Not least because the Mail for Exchange solution is cost-effective: no third party server is required and it utilises existing infrastructure and software licences. In some cases, the mobile solution is working so well that it's replacing fixed line telephony.

Since employees were already happy and familiar with Nokia's user interface, the training required to get them up and running with mobile email was minimal. In fact, many employees soon discovered the advantages of being able to update and respond to calendar appointments on the move. Also, their contacts are always at hand, and they are able to view and edit a range of documents using Microsoft Office Mobile. Nokia smartphones also have navigation tools built in, which helps make business travel easier and more efficient. With Nokia's help, the company will be introducing new services so employees can be even more productive.

In addition to improving the way it works internally, Veolia Voda has introduced mobile-based services externally. These are improving service levels for its customers. For example, they can send text messages for free to report damaged water mains or sewers. Plus, Veolia Voda is giving access to its schedule of repairs via a user-friendly SMS INFO service.

