



Schedule the future



ABOUT DALKIA

Dalkia is Europe's leading energy services company. Managing more than 100,000 facilities in 41 countries, Dalkia is a major player among governments and businesses. They offer some of the most advanced energy solutions in the world and a firm commitment to long-term sustainable performance.

"When we were looking for a solution, ARM really stood out from the crowd. We appreciated its fully integrated scheduling engine with geographical resource constraints. We felt it was really well done, plus it reduced travel times. Their subject-matter experts understood our requirements perfectly... especially configuring the algorithms correctly."

Thierry Castaing,
Dalkia IT Project Manager

Last year, Dalkia's 8,000 technicians in France fielded 3 million planned and 600,000 on-demand work orders.

WHAT DALKIA NEEDED

Last year Dalkia's 8,000 technicians in France fielded 3 million planned work orders and 600,000 on-demand orders. These maintenance activities are seasonal, which results in fluctuating work levels. In addition, the variety of systems maintained by Dalkia requires a mixed pool of resources.

Always seeking to improve its planning and budgeting, Dalkia needed to define resource requirements in advance to meet both cyclical and skill-level demands.

THE CHALLENGE

Plan resources to match seasonal fluctuations and future demand. Prepare for planned and unplanned work orders while respecting constraints and budgets. Reduce carbon emissions through efficient scheduling and fewer miles travelled between locations. Match the right work with the right resource at the right time.

OUR ANSWER

An innovative use of Logica's Asset & Resource Management (ARM) Scheduler to assist Dalkia with planning and budgets. A seamless integration to add detailed daily, weekly, and monthly crew schedules to their existing system. New functionality to provide the business intelligence Dalkia needs to predict and plan.

A SUCCESS STORY

After evaluating several proposals from other companies, Dalkia France chose Logica. Although traditionally deployed in the distribution, transmission, and utility sectors, Dalkia France (a service company) identified ARM Scheduler as their answer to better planning and budgeting.

The Dalkia story is a shining example of Logica innovation in delivery and product design. It required a seamless blend of our professionals from Prague, France, the UK, and North America working together with the client and local experts in France.



Utilizing our own best-of-breed work scheduling software, Logica adapted it to “speak French” and successfully deployed it in a new business sector under a very aggressive timeline. By collaborating closely with our client, Logica orchestrated people, business, and technology to make the product work harder and better.

Today, roughly half of Dalkia’s 400 sectors are using ARM Scheduler. Dalkia will go live with the full solution soon. At that time, some 5,000 of Dalkia’s 8,000 technicians will use ARM Scheduler. Following this implementation, Dalkia plans to deploy similar solutions worldwide.

ARM Scheduler enabled Dalkia France meet their work orders and customer demands. It also satisfied their primary need to produce more accurate seasonal scheduling and budget forecasts.

WHY WORK WITH LOGICA?

We have a flexible, collaborative culture. Our innovative, practical solutions are tailored to client needs. We deliver a blended service model that combines local knowledge with global resourcing. We engage our clients on all levels. We pioneer technology across industries in recognition of the world beyond IT. And, we create new ways for clients to succeed. Our goal is to be brilliant together with you.

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Logica is a business and technology service company, employing 39,000 people.

It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe’s largest businesses.

Logica creates value for clients by successfully integrating people, business and technology.

It is committed to long term collaboration, applying insight to create innovative answers to clients’ business needs.

Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG).

More information is available at www.logica.com

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