

Justfone's location solution helps CE Electric to reduce repair time and improve customer satisfaction



About MX

MX is the industry alliance for mobile and wireless – we connect the community in Scotland and beyond. The key objectives of MX are to help stimulate and grow the sector in Scotland and to promote the value and accelerate the uptake of mobile and wireless solutions.

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CE Electric, through its distribution companies Northern Electric Distribution (NEDL) and Yorkshire Electricity Distribution (YEDL), deliver electricity to 3.6 million premises in the North East of England, Yorkshire and Northern Lincolnshire. Whenever power supplies to customers are interrupted the company's first priority is to restore supplies to affected customers as quickly as possible.

The company operates over a large geographic area and has a complex network consisting of 31,000 substations, 33,000 km of Overhead Line and 66,800 km of Underground Cable. When there was a supply interruption, locating and dispatching the nearest available engineer from their restoration and maintenance teams, has until now involved making numerous phone calls.

Now, thanks to a newly deployed location solution from Justfone, whenever supplies are interrupted, operators in CE Electric's network monitoring center can quickly identify and dispatch the nearest available engineer.

Using a web browser, operators select the affected substation or area where the supply interruption has occurred, and within minutes have information on the current location of all the 40 to 50 engineers who are part of that geographic repair team. Based on this information, operators can now quickly and identify who is best placed to deal with the problem.

Steve Brown, managing director of Justfone said: "Being able to quickly locate and dispatch engineers to a fault is helping CE Electric to improve their operational effectiveness and more importantly increase customer service levels. Our Fonetrack location platform is the perfect solution for companies who need a cost-effective way of tracking and locating any type of asset."

Justfone will add new capability to the solution by integrating Fonetrack with CE Electric's existing Geographical Information System during the second phase of the project.

About Justfone

Justfone specialise in providing mobile applications and services which help businesses and public sector organisations extract more value from mobile technology. With particular expertise in messaging, location and M2M solutions, the company has a wide range of clients across all major industry sectors and has a reputation for innovation and technical excellence both in the UK and European mobile business applications arena.

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