

## CUSTOMER SUCCESS STORY: SELECTA



Market: Vending machine maintenance and repair  
Use: Scheduling technician service calls  
Product: Opti-Time Resource Management Suite  
*Success story from Benoît Perello, Technical Director*



### THE BUSINESS

SELECTA is the European leader in vending services and solutions with 130,000 points-of-sale in 24 countries and more than 5,000 employees. It has 80 agencies located throughout France and manages approximately 30,000 vending machines at once in both public areas (service stations, train stations, subways, and airports, etc.) and in the workplace.

### THE NEED

As part of managing workplace vending machines, Select wanted to centralize scheduling for maintenance and repair technicians and integrate it into the company information system that manages the customer database, receives service requests, and interfaces with technicians in the field who are equipped with ruggedized PDAs and a specific business application.

In keeping with this same concept, Selecta brought approximately twenty people into one operational centre located in the Lyon region to receive calls and assign service calls.



### CHOOSING AND IMPLEMENTING

Selecta chose the Opti-Time solution because of **its capability to manage complex constraints** - skills, assigning technicians to primary and secondary sectors, managing home departure, etc. - and **because it provides options for integrating business management processes into one system**. For practical purposes, repair orders are sent to Selecta's Movex ERP, primarily via the call centre where operators enter service calls directly. They can also be submitted through a voice server. They are sent to an SQL database, then routed to the Opti-Time Resource Management Suite, which schedules them and then sends them back to the SQL database with an appropriate status indicating whether or not they were able to be scheduled.

Once scheduled, service calls are sent one by one to technicians on their PDA. It is an organizational solution that provides both control and flexibility for technician activity. Service call status is then modified based on its progress (finished, to be rescheduled, etc.) and sent back to the SQL database. Service calls that could not be completed or those that could not be sent to technicians are switched around in the scheduling process.

The solution thus plans work for approximately 150 technicians. Dispatchers can continuously view and manage schedules and can make a change or send a service call to a technician at any time in case, for example, he is already on site.



### BENEFITS

**"One of the objectives was fully met insofar as the system provides the department and managers with a better view of the overall activity of field team"**, stated Benoît Perello.

Over the last few years we have transitioned from a scheduling process that was scattered among different systems (and even manual) and different locations, to one solution that is geographically centralized and integrated into the information system flow. **This allows us to schedule and manage twice the number of technicians.**

"80% of the 600 daily service calls are automatically assigned by the Opti-Time Resource Management Suite. Dispatchers can then focus on resolving difficult cases. The other advantage of the solution is its responsiveness **because the interaction between the field and the scheduling system takes place in real time**, which makes it possible to immediately respond to delays, new emergencies, and to strengthen service quality.



Planning Your Way to Success

 OPTI-TIME