

Digital Pen & Paper - Simplify Your Forms Work

Berlin suburbs, Neukoeln, in the Gropius neighbourhood today live more than 35.000 individuals.



DEGEWO a municipal facilities management company.

Where people reside there is wear and tear and, consequently, the need for care and repair. The quality of life the neighbourhood is take care of by a number of professionals (doorkeepers, gardeners, cleaners, plumbers, electricians etc.) under the supervisory and authority of

Trust is good - Control is better

The quality of services of the cooperating professionals is monitored by DEGEWO expert employees. In the past years this DEGEWO department could intervene only after tenants' complaints. Since mid-2005 the department checks preventively the quality of services provided by the cooperating professionals. Department employees visit at regular but random time periods all buildings and inspect everything, from the basements to the roofs, at dates and times unknown to cooperating professionals. In this way the pressure on them to compel with the agreed terms of cooperation is increased, resulting in fewer deficiencies and, consequently, complaints of tenants have been drastically reduced.

Daily on the road with pen and paper

The inspectors use a special form and a "digital pen". The form has a light grey background, formed by countless dots, which create a unique pattern. In any other way the form is a common type of office paper form, where the necessary fields are filled with digital pen, which apart from ink includes a camera-scanner, microprocessor, memory, Bluetooth and battery. As soon as the form is filled the collected data are transmitted with the help of Bluetooth technology from the pen to a mobile phone and from there with the help of Vodafone Germany GPRS network to the central server in the company offices. The whole process takes just a few seconds. If necessary, corresponding notices and warnings are dispatched automatically to the responsible cooperating professional via email.

Traditional way of work - zero data entry

The way of work remains the same. Even older employees can use this technology without time-consuming and difficult training. For DEGEWO employees, the use of the digital pen has a drastic reduction of work in the office and made more efficient the work in the of company's buildings. Under the previous practices the inspectors, after their visits to the buildings, would have to return in their office and start phoning various professionals as well as write the corresponding emails. Today this routine work is completed by an automated process resulting in faster damage repair and tenant satisfaction.

Results

The department of co-ordination and inspection has all required data immediately available in electronic form and can produce statistics and reports to management at regular time intervals. Productivity has increased - each inspector already completes more than 3 inspections daily. Three years ago only 3 factors were evaluated, today this number is more than 30 and evaluation is done in the minimum of time. Meanwhile DEGEWO has extended this way of operation beyond the Gropius neighbourhood to include the rest 70.000 apartments which it manages in Berlin.

Facts:

Customer:

GeDeWo a municipal facilities management company

Challenge:

Reducing the time needed to register inspection results in order to initiate maintenance and repair work; ability to automatically dispatch work orders to the responsible cooperating professionals via email.

Solution:

A solution developed by aibis® and CubeIQ®, based on Anoto Digital Pen and Paper technology. With the solution, data can be sent instantly from the field via a mobile phone then they are processed and work order can be dispatched automatically.

Benefits:

Less time required for entering inspection data and work orders are generated automatically. Work cycle process has been speeded up more than 5 times.



CubeIQ Ltd.

78 Vyzantiou Street, 14234, Nea Ionia,
Athens, Greece
Tel: +30 210 9530242
Email: info@cubeiq.gr
Web: www.cubeiq.gr

CubeIQ solutions, products, services and expertise are helping leading banks, financial institutions, and independent service providers around the world to achieve their business goals. Learn more about how CubeIQ can have a significant and positive impact on your organization's operations.