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## **ERDF network technicians to gain mobility thanks to Steria, through optimised management of their work and emergency repairs**

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ERDF has entrusted Steria with its Tamaris project to gradually equip its 6,000 network technicians with mobility tools. Thanks to an industrial solution and its agile approach, Steria has been able to complete the first phase of the project within six months.

Tamaris constitutes a small revolution for the ERDF network technicians. They will gradually be able to leave behind their work and repair orders in favour of an efficient mobility tool. They will receive their work orders in real-time and will therefore be able to deal with emergency repairs more quickly. Their jobs and journeys will be allocated to achieve optimum efficiency.

In December, Steria delivered a model of Tamaris to ERDF which gave a good indication of the project. Thanks to the model, ERDF was able to ensure that the solution would be able to meet its needs.

The first version that was delivered in March will enable the project to be rolled out to 100 ERDF agencies in France (Orléans and Digne-Gap) in order to obtain feedback on its operational effectiveness, before rolling out the project on a larger scale.

The agile method set up by Steria has made it possible to keep to ambitious deadlines under predetermined conditions to carry out vitally important tasks.

The Tamaris project is based on Steria know-how in Field Force Management (FFM)<sup>i</sup>. This industrial, integrated solution includes the following services:

- A core component comprising a data repository and a workflow database
- Geographical services including map functions and journey optimisation
- Resource optimisation services (resource allocation and management)
- Mobility services
- A solution to synchronise data securely between PDAs and the IT system

Steria is also working on the Pictrel project, the system that manages jobs on electricity metering, and on the SID Linky project that deals with the roll out of new smart meters.



*"The GDI (operations management) programme is one of ERDF's ten major projects. The aim of the project is to equip more than 15,000 technicians with modern communication tools within the next four-to-five years.*

*These new tools will enable us to completely overhaul our processes for planning, carrying out and reporting all our work carried out in situ. Thirty-three million clients connected to the 1.3 million kilometres of network lines that we operate will benefit from this overhaul. Steria has taken on the integration of two current developments, namely PICTREL and TAMARIS, which are both at the heart of this ambitious challenge."*

Patrice Philippe, Director of the GDI programme at ERDF, the distribution subsidiary of EDF.

**About ERDF:** [www.erfdistribution.fr](http://www.erfdistribution.fr)

ERDF – Électricité Réseau Distribution France (the Electricity Distribution Network in France), created on 1st January 2008, is a 100 % owned subsidiary of the EDF group, and operates the electricity distribution network for 95% of metropolitan France. The company employs 35,000 people and operates, develops and maintains 1,247,600 km of electricity lines for 33 million clients. It carries out a number of tasks on the network such as setting up connections and activating the service, carrying out repairs and switching clients to other suppliers.

**About Steria:** [www.steria.com](http://www.steria.com)

Steria delivers services based on new technologies that enable administrations and companies to improve their efficiency and profitability. Thanks to the excellent knowledge of its clients' business, its expertise in information technology, and the outsourcing of corporate processes, Steria takes on board the challenges of its clients and helps them to develop innovative solutions to face them. Through the collaborative approach of the board, Steria works with its clients to transform their organisation, enabling them to focus on what they do best.

The 18,300 employees at Steria, in 16 countries, look after the systems, services and processes that make today's world go around, thereby having an impact on the lives of millions of people every day.

Steria was founded in 1969 and has offices in Europe, India, North Africa and South-east Asia. The group achieved a turnover of 1.63 billion Euros in 2009. 19.3% of its capital is held by its employees. Steria is quoted on the Euronext Paris stock exchange and its headquarters are located in Paris.

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<sup>i</sup> Field Force Management: On the ground repair and service management