



Landis+Gyr is a world leader in smart metering, energy management solutions, and related services. It operates in over 30 countries and has more than 5000 employees worldwide. One of its businesses focuses on producing, selling, and providing service for radiator gauges.

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The Challenge

In the past, field service agents at Landis+Gyr had to enter customers’ homes to perform readings of heat consumption off radiator (gauges). This process proved to be very inefficient, and hence, Landis+Gyr needed a solution that would save its district heating power plants money and resources. Any solution needed to be rugged enough to handle the tough environment of field work.



The Solution

Landis+Gyr implemented Psion Teklogix’ WORKABOUT PRO for its field service workers due to its flexibility and ruggedness. The Hardware Developers Kit that is available for WORKABOUT PRO allowed Landis+Gyr to build in its own radio module for the terminal. The radio module in combination with WORKABOUT PRO enables field service workers to read radiator gauges remotely within a range of 30-100 metres, so they no longer need to enter customers’ homes. Furthermore, WORKABOUT PRO is a rugged handheld terminal that can withstand the tough conditions of field service work.

“My impression is that Psion Teklogix stands for products in a robust quality,” says Ole Tarp from Landis+Gyr. “We had originally thought about a PDA solution from a different supplier for this project, but we opted out of it as it was not robust enough to be used outdoors all year in all kinds of weather.”

The Benefits

Often, the field service worker can read the radiator gauges from their cars, which makes their overall job much easier and faster. The solution also improves the precision and dependability of work performed, since all relevant data is sent directly to the WORKABOUT PRO without the need for data entry by the user. As a result, worker morale and productivity has improved while at the same time saving money and resources for the district heating power plants.

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