

CASE STUDY

An innovative solution for brigade management

COMPANY



CHALLENGE

SEC Serwis was looking for a WFM (work force management) solution to manage the work of field teams. In cooperation with other companies from the IT industry, BILANDER, GLOBEMA and P211, as well as the Polish Chamber of Commerce, we have created the ciepło.it platform, within which such a system is offered.

SOLUTION

The main idea of the ciepło.it portal is that a heating company receives access to a number of industry-specific functions and specialized applications via a web browser. The platform consists of:

- data analytics tools (with access to data, you can easily create your own reports) - including URE-C1, financial, and other reporting
- a number of applications dedicated to solving specific company problems, e.g. CRM system, field team management system, auction system, gamification application, investment project management tool, GIS, and others

Innokrea's role in the project included, among others: the role of a solution integrator. We were responsible for the pilot implementation of a system for managing field brigades, which included: preparation of an application environment installed in the Internet cloud, training for users, importing the locations of SEC heating nodes into the system, and simulations of the work of SEC Service brigades.

BUSINESS EFFECT

Thanks to the pilot implementation of the solution, SEC Serwis gained an innovative and easy-to-use tool - financial, technical and planning data were collected in one place, which greatly facilitates everyday work.

Project in numbers

- **+10% increase in productivity**
- **-10% cost reduction**
- **4 number of people involved on the INNOKREA side**

About the client

SEC Serwis sp. z o. o. is a company supporting the production and distribution of system heat in Szczecin.



We value cooperation with INNOKREA. This company perfectly understands business needs, which it translates into effective IT implementations that bring tangible benefits to enterprises.

Piotr Janczyk

President of the Management
Board of
Bilander Group Sp. z o. o.