

Messaging services help EDF Energy Networks to stay in control

When thousands of customers are without power, PageOne's tried and tested mobile messaging system is on hand around the clock to help fix the faults.

Supplying customers with round-the-clock energy services is at the heart of EDF Energy Networks' business. Covering 25% of the UK population across East Anglia, London and the South East, it's been a proud energy provider for many years, ensuring homes and businesses can power up every time.

Whenever the energy supply suffers a fault, it's down to the company to locate and fix it as quickly as possible so that the impact on customers is minimal. In particular, high voltage faults can leave thousands of customers without power and need to be addressed right away. PageOne's Connect system provides EDF Energy Networks' Fault team with the right communications tool to help staff find, and fix, the problem.

The Connect mobile messaging system is used to send paging messages out to up to 1,200 of the company's engineers, to alert them of a high voltage incident and get the right person to the right place at the right time.

Fault Manager Kevin Egner is responsible for looking after EDF Energy Networks' paging solutions and having switched to PageOne in December 2008, he hasn't looked back.

"It's vitally important for us to mobilise our engineers as soon as possible because we're measured on customer interruptions and

minutes lost against other energy suppliers and Connect allows us to do exactly that."

The flexibility of the Connect messaging system means that EDF Energy Networks has been able to adapt it to its precise needs. This includes setting up location-specific groups within each of its regions to enable the Operations Control Centre to message engineers within a particular group, depending on the location of the incident.

"High voltage alerts are monitored at the Control Centre and, with Connect, we can now page all engineers within a particular location at the click of a button," Kevin said. "The messages we send out are also templated within Connect so they're quick and easy to put together, which is crucial given that we can typically send out between 10 and 20 messages a day."

Having streamlined the messaging operation, Kevin couldn't be happier with Connect.

"It's a far more improved system over what we have used before," he said. Connect can be adapted and measured like no other tool and as we can target staff in specific locations across our network, we can respond to a high voltage fault in double-quick time."

Kevin is looking to expand EDF Energy Networks relationship with PageOne and is in discussions about implementing high volume SMS and location based services across the network, enabling the Control Centre to directly ping engineers' mobile phones in the event of an energy outage incident.

That's for the future, though. For now, Kevin is only too happy to sing the praises of Connect.

"We've seen a marked improvement in our response times and in terms of the number of staff answering a message," he said. "Paging is a 24-hour-a-day, seven-days-a-week messaging solution that has really worked for our business."

For further information call now on:

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PageOne Case Study – EDF Energy

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