Abstract

LINK TO PAPER
The Complexity of the Network
Track: Electric and Gas
Author(s): Benoit Ballieu, Eric Thijs

There is more than meets the eye in delivering energy, water or other services to the customer. Utility companies play an important role in our world. We will present benefits of a model using GIS as underlay and voice as the interface to improve field- and office work, customer service and achieving higher productivity and user-friendliness.

We will demonstrate how to digitize your network, maintain it (accessing work orders, information pages, similar cases, etc.), read the meter, navigate, localize nodes/customers, etc. We will also show how to analyze the collected data, customer profiles, locations, duration, and types of interventions.

Benoit Ballieu
Voice-Insight
Sales & Marketing
Av. Joseph Wybranlaan 40
Brussels, Brussels 1070
Belgium
Phone: +32 2 529 5812
Fax: +32 2 529 5983
E-mail: benoit.ballieu@voice-insight.com

Eric Thijs
Voice-Insight
Sales & Marketing
Av. Joseph Wybranlaan 40
Brussels, Brussels 1070
Belgium
Phone: +32 2 529 5812
Fax: +32 2 529 5983
E-mail: eric.thijs@voice-insight.com