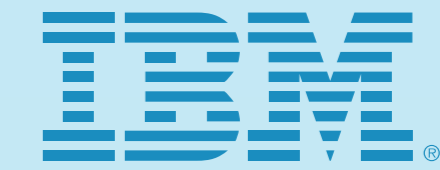


How can utilities companies keep customers up to date about repairs in their area?



South East Water

is responsible for a network of 14,000 km of water mains in the UK



Aims to deliver a responsive, high-quality service to more than 2.1 million people



Paper-based reporting processes made it difficult to keep customers informed about repairs



Deployed a mobile workforce management solution based on IBM® Maximo® Asset Management Scheduler



Helps keep customers in the loop about repairs, boosting satisfaction scores

99%

Near-real-time data entry in the field enables 99% faster access to maintenance reports

