

# A solution for managing the **scheduling of technical callouts** is born at Bubendorff

Bubendorff has chosen GEOCONCEPT, the leading designer of geographical optimisation technologies, to optimise the scheduling of its field technician callouts in France.

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**BUBENDORFF**

## — Bubendorff's challenge: To rationalise its technicians' appointments



Specialising in electrical rolling shutters for the past 50 years, Bubendorff designs, manufactures and sells its products to building professionals in France, Belgium, Switzerland, Germany and Spain.

By offering an exclusive free warranty on parts, labour and travel, Bubendorff gives its customers peace of mind. This being so, it is easy to understand that optimising the technicians' callouts is a big deal for the company!

The Bubendorff technicians have been making service rounds since 1998. They began with 9 technicians who divided the territory between them. At the beginning of the 2000s, callouts were running at approximately 15,000 per year. In 2005, Bubendorff continues to grow and decides to equip itself with a genuine tool for optimising rounds.

Gone is the era of paper-based rounds and disparate tools, Bubendorff must now be able to depend on a comprehensive, reliable and ergonomic solution that enables it to take full advantage of cartography to optimise the management of scheduling appointments for its field technicians.



