



News release

APOLLO IN SATURN MISSION

For the past couple of years, Apollo field engineers have been equipped with handheld Pocket Plutos, a PDA-style device that allows them to connect to the Mercury Service Management System and process all their call out and service work electronically. Now a three-month trial has just been successfully concluded of the latest extension to Apollo's cutting edge technology – the Supervisor Saturn. The Saturns enable each supervisor to keep abreast of their work and their engineers' activities when out of the office – either on site, in the car or at home.

Supervisors are able to view and access details of all current open calls assigned to them or their colleagues; to view all pending calls; to monitor service visits; to see the current status and location of any particular engineer; to check the night roster; to analyse call histories and to send emails from anywhere.

Operations director Garry Strange is delighted with the outcome of the trial. "Our supervisors have a heavy workload to manage and until now, that could only be done in the office. Consequently, there were times when they were out and about and not able to take decisions or be as proactive as necessary as they didn't have access to the relevant data. With the Saturns, they can remain in constant touch with exactly what is happening in the field, are able to respond promptly, to manage people and resources more effectively and to relieve the stress that was an inevitable consequence of being out of the loop for periods of time. With every engineer now equipped with a Pluto and every supervisor issued with a Saturn, all communicating via Mercury, we've secured unprecedented levels of connectivity – key to an efficient, joined-up approach to service management."