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Peter Hellewell, Meter Installations Manager for npower Energy Services.

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**THE CUSTOMER:**

npower is one of the UK's largest energy suppliers. Along with generating electricity, npower supplies gas, electricity and related services to around 6.6 million customers through its retail business. Vital to their Energy Service operations are the hand held devices used by their team of mobile field engineers for meter reading and meter installation.

**THE PROBLEM:**

npower's existing estate of hand held devices were no longer made by the manufacturer, and their support was also being discontinued. It became evident that an upgrade would be necessary to keep mission critical field service operations running. npower wanted two devices; one which could be used to capture meter reading information and one to manage meter installations in residential and business properties. The devices for meter installations needed to have GPRS, a barcode scanner and to be light weight. The meter reading devices also had to have GPRS, be rugged enough to withstand outdoor environments and, in particular, to be water resistant. In the selection criteria npower also considered future proofing technologies including 3G and GPS. Additionally, npower wanted a supplier who could offer a fully managed support and maintenance service for the entire estate it was looking to purchase - up to 1300 devices. After employing a global management and technology services consultancy to help them evaluate and select the appropriate devices, npower issued tenders. Bids were received from several suppliers but npower chose the supplier who could not only provide the entire solution for both devices but also add the most value - Ryzex.

**THE SOLUTION:**

Ryzex wrapped the supply of up to 1300 Psion iKon and Opticon devices into a comprehensive service agreement including a five year maintenance contract all run from Ryzex's world class UK based repair facility.

**THE RESULTS:**

Being vendor neutral and supporting a broad range of manufacturers, Ryzex was able to offer several hardware options to npower based on their experience in the mobile worker and utilities sectors. During the tender process, npower visited Ryzex's state of the art European repair facility. "On first seeing the Ryzex operation we were impressed with the scale and capability they had in delivering enterprise mobility solutions" said Peter Hellewell, Meter Installations Manager for npower Energy Services. Ryzex has authorised repair status with many leading manufacturers of hand held mobile devices including official repair partnerships with Psion and Opticon. npower has signed a five year managed service agreement with Ryzex to ensure continuity of support for the Opticon devices. Ryzex's ability to provide repair cover for both devices including a 24 hour advanced emergency device exchange service for the Opticon devices ensures that any disruption to npower's operations and associated down time costs are kept to an absolute minimum. Peter Hellewell sums up the quality of the relationship in saying "Ryzex have really delivered when we needed them to and they are developing into a great partner for npower."