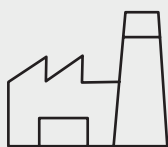


DALKIA FROID SOLUTIONS

Dalkia Froid Solutions is a specialist subsidiary of Dalkia which implements solutions in the thermal engineering sector, in areas such as temperature control and cold chains, as well as the energy sector, implementing green solutions based on renewable energy. The company offers consulting, design, installation, maintenance and piloting of energy performance.

Its solutions span a whole range of sectors, including food production, manufacturing, mass retail, hospitality, business, services, research and communities.

<https://www.dalkiafroidsolutions.com/>



INDUSTRY



SERVICES

EMM* SOLUTION



*Enterprise Mobile Management

**«THE TECHNICIANS NO LONGER LEAVE
THEIR PHONES IN THEIR VEHICLES AS THEY
CAN NOW USE THEM IN ALL CONDITIONS!»**

1,200

EMPLOYEES

500

TECHNICIANS
TEAMS

70

BRANCHES IN FRANCE

THE CHALLENGE

As someone who manages all the company phones within your organisation, what is your role?

We supply and manage the company's pool of mobile devices (phones and tablets) for all employees across the group. We therefore cover our 500 technicians across France, based at 70 offices.

Can you tell us more about the day-to-day activities of your technicians?

Our technicians are responsible for installing and conducting maintenance on our product solutions (cool stores, heating, ventilation, etc.). One minute they'll be on a call-out and the next they'll be meeting a customer. Often, they're working in demanding conditions.



ACTION-X3

“It’s important to make the product last as long as possible, and that’s another reason why we chose Crosscall”



CORE-X4



THE CROSSCALL SOLUTION

And why did you choose Crosscall?

To do what they do, our technicians need devices that can handle sharp drops in temperature (in the cold stores) as well as humid environments. Your average phone isn’t able to withstand the temperature changes that our technicians encounter, for example, when they spend a prolonged stretch in a cold store!

Aside from the phones being sturdy, what other factors were part of your specification?

We essentially needed dependable products that could be used while wearing gloves. Our technicians will often be working in remote locations, so they need their phone to hand and they definitely need to be able to depend on the battery life when they’re in the middle of a job!

How did you hear about Crosscall?

We were looking for a sturdy model and our network operator, which offers Crosscall products, suggested you to us.

How are the mobile devices distributed across the company?

At the moment, we’ve got two set-ups: 2/3 of our technicians have a smartphone and 1/3 have a standard phone along with a tablet. It all depends on what they need to do the job.

How did you involve your end-users in the choice of phone?

We systematically test the products that we want to roll out. We test them within the company and on the ground to ascertain which product best suits our needs. That enables us to get some feedback and find out what has gone down well and what hasn’t. Based on the feedback we got, it became clear that our technicians were less reluctant to take their phone with them. The technicians no longer leave their phones in their lorries for fear that they’ll be damaged. They know that they can use them on the job, whatever conditions they have to work in.

In summary, why did you choose Crosscall?

Sturdiness, dependability, the long battery life and also the compatibility with all our business software. Then there are other things that we weren’t actively considering but which have proved really useful, like the dual SIM card slot. This allows our technicians to keep a personal and work SIM on the same device. The programmable buttons are also quite practical and we haven’t seen these offered by any other company.

And what’s your take on the breakage rate of our products?

We’ve been working with you since 2017, first with the SPIDER-X5 and now with your smartphones and tablets. Your breakage rate is extremely low. We hardly ever receive requests to replace the models. It’s really reassuring for us and our teams on the ground.



CORE-T4

“**The programmable buttons are so practical and we haven’t seen them anywhere else**”



X-CAR

CAR CHARGING AND MOUNTING KIT

What about the X-LINK accessories?

Lots of our technicians use the X-CAR. Just being able to attach the phone to the magnetic stand in the car saves a lot of time. And there’s no risk of running out of battery at the end of the day.

What eventually convinced you to go with Crosscall?

I would have to say having dedicated representatives who we can keep in regular contact with. It’s reassuring to work with suppliers who have really thought about how the product will be used within your organisation. As someone who manages the company phones, it’s vital to know whether a model is going to be discontinued or updated. We can then plan around this and get up to speed with your product range.

In terms of business software, what solutions do you use?

We have developed our own software. It’s actually because of this growing need for internal software that we switched from mobiles to smartphones. The software is useful for the technicians when they’re filling out call-out reports, getting the customer to sign, etc. We send the call-out order directly on the app and we can keep track of the stock levels of refrigerant bottles using the QR Code reader, for example.

What about EMM?

Since June, we’ve been working with TELELOGOS solutions. We approached them by saying that we wanted their solution to be compatible with Crosscall products. Fortunately, it was!

What other projects do you have in the pipeline?

We want to get as much use out of the product as possible. We are constantly responding to things in real time, as and when they arise. For this reason, it’s important for us to make a product last as long as possible, rather than changing the model every 18 months. That’s another reason that we chose Crosscall, which obviously offers durable solutions.

*Testimonial by Marine Duval,
Manager of the company’s pool of mobile phones, Dalkia Froid Solutions*

