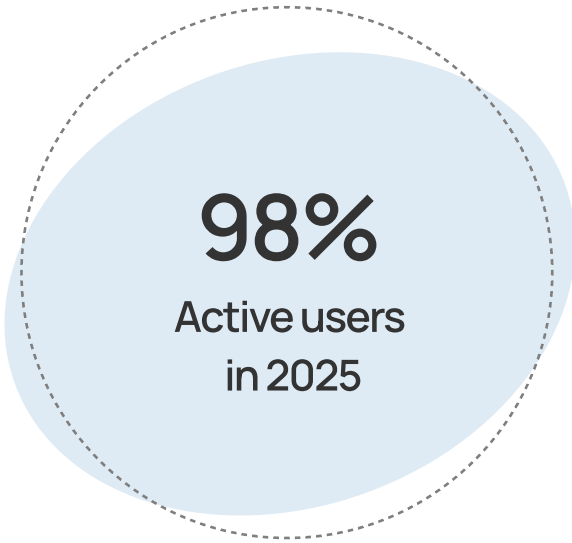




# Mobile application: facilitating order management and collaboration while on the move



At the end of 2023, Dalkia, a leader in energy management, began centralizing its internal tools to facilitate access to information for its employees, while improving the efficiency of communication and collaboration processes. With teams spread across multiple sites and employees often in the field, it was essential to find a solution that allowed everyone to stay connected, no matter where they were.

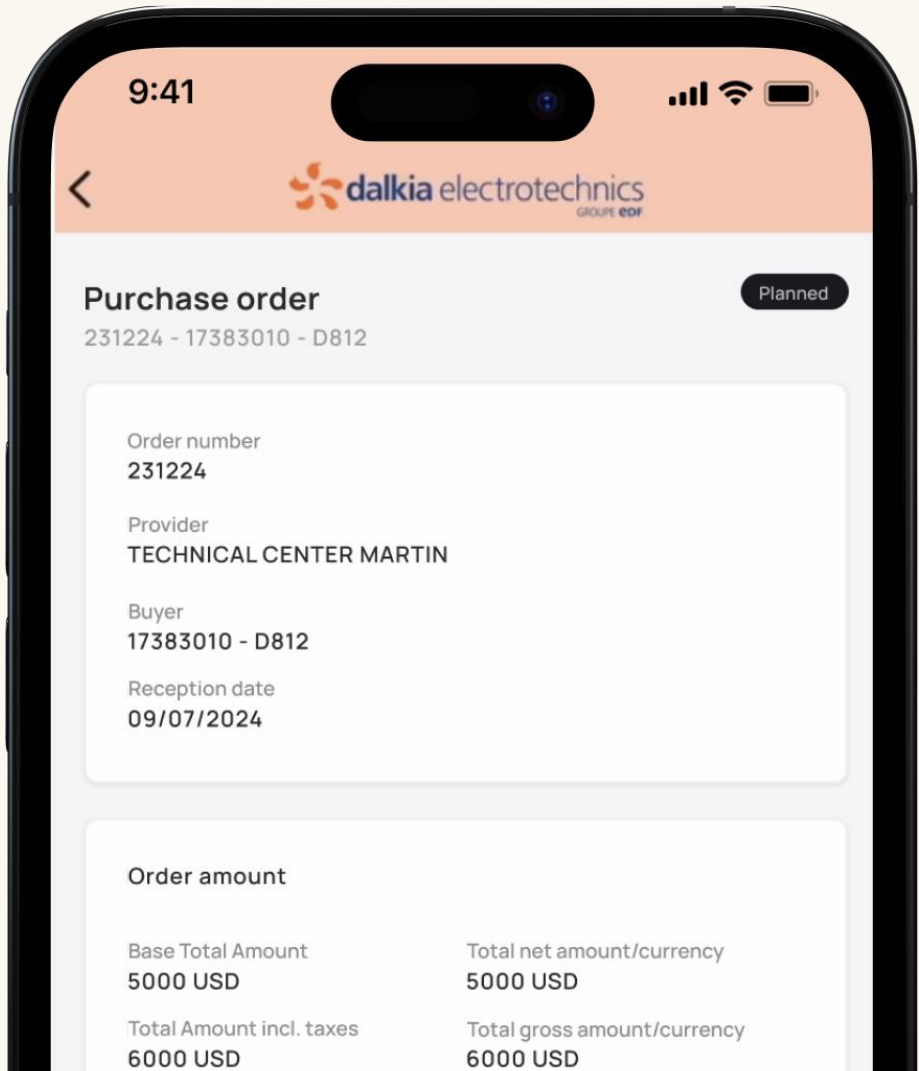


## The Need

At Dalkia, workers, technicians, and other non-computer-based employees make up a significant portion of the workforce. These employees, whether on-site or in the office, have demanding responsibilities and regularly need access to critical information. However, with tools spread across multiple platforms and different systems, it was often difficult for them to manage the necessary resources effectively or even communicate their needs quickly. Dalkia needed a solution capable of centralizing these tools, optimizing workflows, and ensuring instant access for all employees, wherever they are, through a simple management system. With several thousand employees, this issue accounted for tens of thousands of lost hours.

## The Solution

Thanks to the Apptree platform, Dalkia was able to deploy an intuitive mobile application that allows all its employees, whether on the field or in the office, to access a single interface gathering all internal tools. This solution enables Dalkia to guarantee seamless access to information and resources, while facilitating communication and decision-making among teams. Apptree provides a wide range of ready-to-use features without requiring additional development, thus allowing quick adoption and centralized management from a dashboard.



“ The Apptree platform is very easy to use and accessible for all non-technical personnel to add features or internal tools. We have centralized access to all the information and tools needed for our daily tasks. It's a real time-saver and an improvement in our efficiency.

Maxime Ricordel  
IT Project Manager  
at Dalkia



## Why Apptree

Apptree was chosen by Dalkia Electrotechnics for its ability to offer a complete and personalized mobile solution, meeting the specific needs of its field teams to centralize internal communications. The Apptree platform enables rapid centralization of internal tools while offering an intuitive interface, accessible to all employees regardless of their technical skills. By providing ready-to-use features such as automated push notifications, schedule management, and access to critical documents or actions, Apptree allows Dalkia to ensure smooth collaboration and optimal responsiveness, while reducing the costs associated with developing a custom solution.

“ The Apptree app allows us to centralize and report critical field information, wherever we are. With real-time notifications and tool centralization, we can manage and approve our budgets while increasing our responsiveness and efficiency on a daily basis. Even when we are on the field.

Maxime Ricordel  
IT Project Manager  
at Dalkia

## La Solution

### ✓ Real-time notifications

Employees of Dalkia Electrotechnics, whether in the field or in the office, must be informed in real-time about instructions, changes, or emergencies. Thanks to the Apptree mobile app, they now have access to essential information via push notifications. The content is personalized based on each employee's profile, ensuring that everyone receives the most relevant information for their tasks. Technicians receive automated push notifications regarding project changes, new safety guidelines, or emergencies. This allows better responsiveness in the field, reducing downtime and optimizing productivity.

### ✓ Managing and receiving orders

The app allows field employees to manage purchase orders directly from their mobile devices, thanks to integration with the IFS supply management systems. Technicians can check the status of orders, confirm receipt of goods, and even report anomalies or return products. This simplifies the logistics of spare parts and equipment needed for interventions.

### ✓ Onboarding and training employees

Training new employees is a priority for Dalkia Electrotechnics, particularly to ensure they master safety protocols and technical procedures. The Apptree app provides a section dedicated to onboarding and online training, allowing new hires to easily access training modules, practical guides, and instructional videos. Managers can track employee progress and send automatic reminders to ensure that each technician is up to date on the required qualifications.

### ✓ Staying connected on sites and between locations

With teams spread across multiple work sites or projects, the app improves communication with an integrated company directory. Technicians can contact their managers or support teams via phone, messaging, or email when needed. The integrated messaging also allows instant sharing of updates, technical questions, or support requests.

### ✓ Scheduling and time tracking

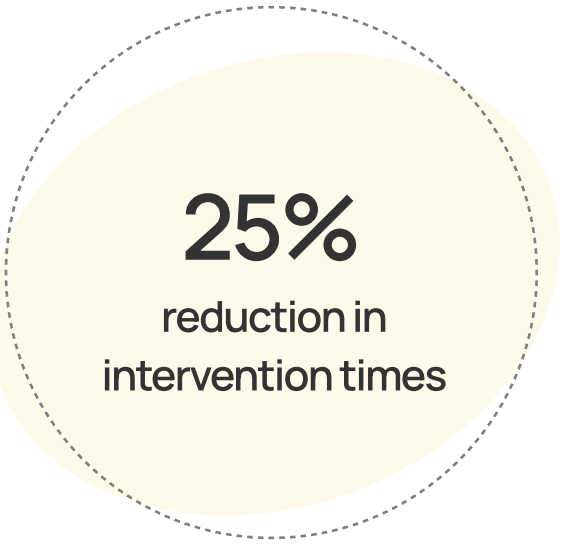
With teams operating on different sites, managing schedules and time tracking is essential to ensure smooth operations. The app allows real-time viewing of each team member's schedules and managing assignments based on the needs of each site. Employees can also log their work hours directly within the app, simplifying the tracking of working hours and the management of field staff.

### ✓ Centralized task management and interventions

Managing tasks and interventions can quickly become complex with teams spread across multiple sites and specific needs for each project. With the Apptree app, Dalkia Electrotechnics centralizes all interventions in one place. Managers can assign tasks directly through the app, and technicians receive real-time notifications, allowing them to view and accept assigned missions. This centralization ensures better coordination, more accurate tracking, and optimization of intervention times.

## The Results

The Dalkia Electrotechnics app aims to become the main platform for internal communication. Every employee can participate, and each editor can add features through the Apptree platform. It is fully multilingual, and the user experience for integrating external tools with a clear roadmap is an additional advantage that confirms Apptree as the solution.



Apptree helps corporations in all sectors to improve communications, employee engagement, team collaboration and the management of internal tools, all via an intuitive, code-free mobile solution.

Contact us for more information!