



## SUMMARY

### Customer



EDA - Electricidade dos Açores

### Partner



Neptune Software

Neptune Software

### Industry

Utilities

### Location

The Azores, Portugal

### Challenge

EDA wanted to migrate its paper-based processes to real-time mobile data capture with SAP integration to increase efficiency for field and warehouse teams

### Solution

- Zebra TC57 and TC56 Touch Computers
- Zebra MC330K Mobile Computers
- Zebra ET55 Tablets
- Neptune Software Applications

### Results

- Excellent collaboration between the companies to deliver a successful, turnkey project
- Reliable, easy-to-use solution with strong connectivity across the 9 islands EDA supplies
- Improved efficiencies and significant time savings for field and warehouse teams
- Improved data accuracy
- Reduced environmental footprint with less travel and paperwork

“EDA is regulated by the Energy Service Regulator who imposes efficiency targets on us. We have to work remotely. The Neptune platform and Zebra mobile devices allow us to work through the SAP platform in a way which is faster, more efficient, accessible and user-friendly. Everyone is very satisfied.”

### Duarte Ponte,

Chairman of the Board, EDA

# Portuguese Electricity Producer Deploys Zebra Touch Computers And Tablets With Neptune Software To Improve Operational Efficiency

## Challenge

EDA wanted to automate processes for its mobile maintenance, repair and network development teams (both direct and subcontracted), so that data captured in the field could be uploaded to its SAP systems in real time. Previously, information had been updated only on return to the office, which could result in costly delays, especially in view of the geographically dispersed nature of the Azores. Simultaneously, EDA was looking to enable similar mobile working for its warehouse staff, who had been working with a mixture of manual and fixed computer processes. EDA approached long-term Zebra partner, Neptune Software, to develop bespoke mobile applications for a wide range of complex modules, from repair updates to purchase orders. The applications enable seamless remote data integration into EDA's SAP systems and EDA users can download the relevant APK files from the Neptune store onto the Zebra devices.

## Solution

EDA has equipped its mobile maintenance and repair teams with Zebra TC57 Touch Computers, as these devices are robust and have a small footprint, making them easy to carry and handle for teams working in extreme environments and potentially precarious situations. Warehouse operators, meanwhile, use a range of TC57s, TC56s and MC33s, depending on the tasks they need to complete; and network development engineers, who predominantly work inside, carry the Zebra ET55 Tablets, as the bigger screens enable them to access a huge amount of information at any one time. The Zebra devices are also used to read barcodes in the warehouses and for maintenance and repair personnel to take photos to show project status or issues with repairs, for example; the strong wireless network connectivity ensures information can be transferred and accessed at all times remotely, from all corners of the archipelago.

## Results

The solution is delivering significant time savings and increased operational efficiency and data accuracy, as the easy-to-use, intuitive applications and reliable robust Zebra devices ensure excellent user adoption and feedback. Teams are better informed and can work more productively, focusing on tasks rather than administration. In the wake of the success of this project EDA has been surging forward with its digital transformation; and the subsequent reduced environmental footprint mirrors EDA's drive to increasingly migrate from carbon-based electricity production to renewable energy sources.

For more information, please visit: [www.zebra.com](http://www.zebra.com)



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