



FACTS

Customer: The Norwegian arm of ISS, one of the world's largest facilities management companies.

Challenge: To make the quality control process simpler – reducing the need for manual data entry, and making it easy to transmit forms quickly to ISS head office.

Solution: Digital Pen and Paper solution incorporating Anoto technology developed by Digitalpenn AS based on Sysnet platform. Three different forms and in total 200 pens are being used.

Benefits: Faster administrative process – more efficient invoicing and easier incorporation of information into databases. New employees can easily start working without intensive education and training. Easier to track from where, by whom and when the application was filled in. Patients

Quality control made easier with Digital Pen & Paper.

“The Digital Pen and Paper solution saves our team leaders and department managers a lot of time”.

Nils Hasle, IT Consultant, ISS Norway

Maintaining quality in the field

For facilities management companies, ensuring that staff are maintaining properties to high standards is an important part of customer service. Carrying out the quality control process efficiently in the field can be a cumbersome process, but Digital Pen and Paper can make the task significantly easier.

For ISS, one of the world's largest facilities groups employing more than 410,000 people, a Digital Pen and Paper solution, developed by the Norwegian company Digitalpenn in cooperation with Sysnet has helped make quality control operations in

Norway run more smoothly. ISS has implemented the Digitalpenn solutions for team leaders carrying out quality control checks. The team leaders report back from buildings that are being maintained by ISS staff and note down their findings on a form.

Previously they would have to take the forms back to the office and enter the information into a database manually. Now, staff use Digital Pen and Paper to take their notes and send the quality control information directly back to headquarters via a Bluetooth handset. The data is accessible in seconds, to be compared with a couple of days when using the old system.

No need for data entry

The digital pens work and look like normal ballpoint pens, except for the fact that they're equipped with a tiny infrared camera that records what's being written. The pens are able to do this thanks to the dot pattern on printed forms.

All the information sent back to the head office can as a result be automatically incorporated into ISS databases, and the need for data entry is removed. The working intensive peaks in the end of months are reduced.

"As invoicing is partly based on the results of quality control, the speed of processing allowed by Digital Pen and Paper is very useful," says Digitalpenn's Arnfinn Revelsby.

"We've taken labour intensive forms and digitized them."

Except for the quality control form, ISS staff also carry out customer satisfaction surveys using the Digitalpenn system. The customer signs the survey using the digital pen. The form including the signature is then sent back to the head office. ISS is also using the digital pen solution to gather messages from their staff in a central e-mail address, using a messaging block.

Ease of use a plus

To be able to instantly send back completed forms from anywhere in the country is extremely useful for a business like ISS.

"The quality controllers are out in the field in different parts of the country," explains Revelsby

A significant advantage of the Digital Pen and Paper solution is the ease with which it can be used. For a company like ISS, where some staff are highly educated while others have low levels of education, ease of use was a big plus for the system. Also the new employees can easily start working with the digital pen and paper solution without

intensive education or training.

"The fact that everyone can use the system, has made its implementation very easy," says Revelsby

"The implementation of the Digital Pen and Paper solution has resulted in an even better service to our customers and at the same time improved efficiency and safety for our employees" says Nils Hasle, IT Consultant, ISS Norway.

Partner profile

Digitalpenn is a Norwegian distributor and system integrator that delivers IT solutions based on Digital Pen and Paper to companies, authorities and individuals across the Nordic region. Digitalpenn has more than 60 cleaning and facility service customers, including hospitals and public services. The company was established in 2005.

www.digitalpenn.no

Customer profile

ISS is one of the world's largest Facility Service providers, with market presence in Europe, Asia, South America, and Australia. ISS employs more than 530.000 people and operates in 50 countries. The total revenue worldwide 2011 was DKK 77.6 billion. ISS Norway employs about 13.000 people.

www.iss.no

www.issworld.com

Anoto Digital Pen and Paper technology

Anoto Digital Pen looks and feels like a normal ballpoint pen. However, it contains an integrated digital camera, an advanced image microprocessor and a Bluetooth® transmitter. Any paper can be used with a digital pen, if the Anoto dot pattern is added to the layout before printing the paper. The Anoto dot pattern consists of numerous black dots that can be read by the digital pen, but are almost invisible to the naked eye. The pen reads the pattern and registers what and where the user writes.