

# H42: Case Study

## Field service

Heating systems installation & maintenance



With the participation of the Société Verney  
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**Client :**

**De Dietrich Thermique**



**Product Configuration:**

**Gotive H41.I.M.B**

**Key events :**

- Launch of the project

July 2004

**Description of the project:**

Kim'PDA, the product of the company Kimoce, is an ideal tool for management of service inspections of Serv'Elite technicians on the De Dietrich water heaters. Kim'PDA is installed on Gotive H41 communicators by means of which the technicians of De Dietrich Thermique execute their operations. This complete, ruggedised and mobile solution has permitted the company:

- To increase the transparency of its operations
- To reduce the time interval for customers' billing, avoiding any unnecessary intermediary steps
- to improve relationship with the client by means of the high quality information and processing in real time
- to generate profit by improving the after sales service.

**Country/geographical zone:** France



[www.kimoce.com](http://www.kimoce.com)