

Oslo Kommune Case Study

About Oslo Kommune

Oslo Kommune is the largest municipality in Norway, and also the capital city. In the administration there are approximately 40.000 employees. Oslo Fire Department consists of 450 employees and the Fire Prevention Bureau (a unit in the Department) consists of 70 fire inspectors.

The Challenge

These people work with approximately 5500 fire objects. They need to do supervision with buildings and construction sites, and look at building construction and fire safety measures out there in the field. They needed a system to check building data, add information to it and take pictures of deviations to put in the report when they return back to the office. Oslo Kommune was using MS DYN CRM 2011 solution to keep this data and was trying to find mobile application which would give them the opportunity to bring the whole system out in the field to add data about deviations and take pictures.

Our Answer

Oslo Kommune did test several mobile applications, and chose Resco because of the user friendly GUI, the Woodford (app configurator) possibilities and the pricing. To use Resco out in the field gave them exactly what they were looking for. It met the expectations of Oslo Kommune in every way. It was very easy to customize the GUI for all the users. Also to merge information like pictures, etc. into the reports with Documents Core Pack was easy.

Success Story

“Our users say that Resco Mobile CRM is very intuitive and simple to use. For me as an administrator and supervisor it was also very easy to implement and teach the others how to use it.”

Martin Bloma, Supervisor at Oslo Kommune

Oslo Kommune implemented Resco Mobile CRM for its fire inspectors who are using MS DYN CRM 2011 solution. The main benefit for Oslo Kommune was that with the Resco Mobile CRM it was easy to bring the system with them out there in the field. Now they can spend more time with the customers. Oslo Kommune saves a lot of time with this solution and now it can do more fire preventive work with their customers and prevent more fires.



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