



D.R.°

e.i.m. leblanc

boilers that communicate

“We wanted to be able to anticipate our clients’ needs with an innovative Machine-to-Machine service for our boilers.”

Jacky Dufier

After-Sales Service Manager
e.i.m. leblanc

highlights

Part of the Bosch Group, e.i.m. leblanc is a major producer of heating devices and gas- and solar-fueled heating appliances in France.

- 165,000 heating devices sold annually
- 121 million euros in revenues
- 706 staff

issues and challenges

e.l.m. leblanc – the manufacturer of reference in the French gas heating appliance market – wanted to implement a wireless device to allow regular communications between clients' boilers and the manufacturer's diagnostics service center.

- **two-fold objective:** increase client satisfaction and improve loyalty in the partner network

the Orange Business Services solution

- **an end-to-end integrated offer:** The Orange Business Services solution created specifically for e.l.m. leblanc included developing a custom application for data management, provisioning SIM cards, hosting and data transmission as well as tailored services.
- **regular monitoring:** e.l.m. leblanc's boilers are equipped with a Thermibox®, an electronic module that includes a modem and SIM card. The unit automatically sends a standard snapshot of the device's status via text messages so that e.l.m. leblanc can remotely monitor a variety of system parameters.
- **easy access to data:** The experts at the e.l.m. leblanc diagnostics center can access the data over a Web interface to conduct inspections, fine-tune their diagnoses and make changes to boiler settings remotely, if needed.

the benefits

- **optimized appliance maintenance via a reliable partner network:** The Machine-to-Machine solution from Orange Business Services enables e.l.m. leblanc to offer an innovative, value-added service to its maintenance partners, a source of business development. Telediagnosis makes remote preventative maintenance a reality, enabling optimized intervention processes.
- **increased client satisfaction:** e.l.m. leblanc has also improved client satisfaction with best-of-class, innovative and pro-active after-sales service.
- **a high-quality development resource:** Using the statistical data sent by its boilers, e.l.m. leblanc has optimized its visibility into its products' performance and therefore can better plan new product development.

for more information about Orange Business Services, visit www.orange-business.com

the reasons for our choice...

"We were looking for a mobile telephone operator that had a reliable network, but was also capable of developing and hosting a custom application. Only Orange Business Services was able to meet all these requirements."

Eric Payan

Director of Information Systems
e.l.m. leblanc



results

- maintenance optimization
- innovative client service
- secure data access