

Stadtwerke
Norderstedt

Success Story
Stadtwerke Norderstedt

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TECHNIK CENTER

Efficient and safe processes. Daily commitment to a good local life.

Introduction - our client:

Stadtwerke Norderstedt is a modern utility company. Around 500 employees are committed to a good life in the city every day. They supply the people of Norderstedt with electricity, gas, water and district heating and also with telephony, internet, cable TV and mobile telephony via wilhelm.tel GmbH's own fibre optic network. As an economically independent group of companies, they also include the ARRIBA adventure pool, Verkehrsgesellschaft Norderstedt mbH and Stadtpark Norderstedt GmbH.

5

Cabinets

1.560

Slots

300

Uses
per week

The challenge:

With around 2000 keys to manage and monitor, manual organisation is very time-consuming and error-prone. In addition, the 3 key categories vehicle keys, internal and external object keys have different characteristics that have to be taken into account.

Especially the on-call service suffered from the missing entries and keys, as the reception is only manned from 7 am to 4 pm and otherwise the administrators are not available by default. Accordingly, no regulated process could be ensured and effectiveness was low.

The problem with the vehicle keys was that the key books were rarely in the same location as the vehicle. As a result, it was often necessary to ask around and it took longer to find a vehicle, to find a vehicle.

„ In the past, the receptionist had to hand out the keys. It was not possible to check which person took which key and it could not be ensured that all returned keys were conscientiously entered in the key book. The time invested in key management was totally unnecessary. “



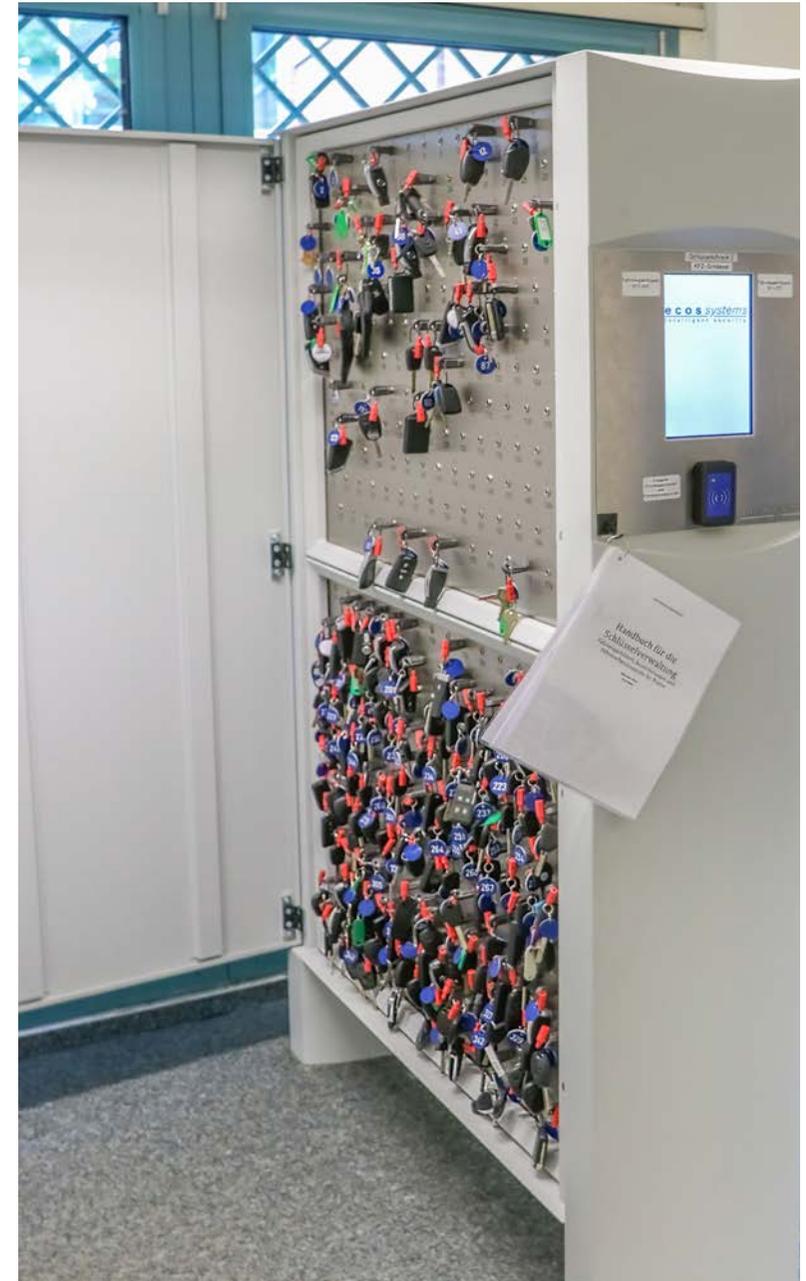
Ralf Ohlbrecht
Operations Manager
Data centre

Our solution:

Since 2015, Stadtwerke Norderstedt and its 500 employees have relied on more efficient and secure processes with the help of electronic key management. With 5 key cabinets, including 2 XXL cabinets with 720 slots each, keys of various types can be managed. Keys for regular rooms as well as for cellars, electricity meters and locks are part of the administration. This extends over the entire perimeter and includes buildings such as the heating plant, computer centre or sports facilities.

But also the vehicle fleet consisting of hundreds of vehicles and electric bicycles can be managed elegantly. With the help of the RFID reader, the reservation module and the driver's licence control, „we were able to [...] quickly achieve a great added value without investing a lot,“ explains Oliver Bethmann.

In the event that the locker is forced open or left open for too long, an alarm is immediately triggered and the person in charge is notified by e-mail.



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The result:

„The issue of keys has been reduced to zero in everyday life thanks to the ecos cabinets“ emphasises Ralf Ohlbrecht. Stadtwerke Norderstedt can now fully commit to supporting the people on site instead of worrying about organisation.

Above all, the possibility of having secured and controlled 24/7 access to relevant work equipment particularly delights the Stadtwerke.

„ One of the biggest advantages for us is the transparency and compatibility. The result was full control. Now it was possible to prove exactly, who took out which key, at which time and when it was returned. There were no more problems with missing keys and locks not longer had to be changed. “



Oliver Bethmann
Workshop manager
Fleet manager

