Enphase Energy

Scandit-powered mobile app helps reduce the number of visits per installation

Enphase Energy is a leading global provider of home and commercial energy management technology. Headquartered in Petaluma, California, the company operates in 21 countries and employs more than 500 people. The Enphase Home Energy Solution includes a microinverter system for the solar photovoltaic (PV) industry and an energy storage system.

Starting Point – improve customer support and make installations more efficient

Manual information transfer was causing problems with microinverter installations. Field service technicians were not able to easily check inventory equipment, leading to customer support challenges. Technicians needed to scan microinverter serial numbers to synchronise information with Enphase Enlighten, a back-end monitoring software. As a result, installations were often slow or prone to difficulties when remote troubleshooting was necessary.

Vision – let technicians use their own mobile devices during installations

Enphase sought to enable field service technicians to accurately and efficiently track and install microinverters using mobile data capture. Real-time access to back-end information would allow verification of installations on the Enphase system. Technicians would be able to build layouts and synchronise information with Enphase Enlighten during the installation process. Contractors would be able to use their own mobile devices, helping cut costs of deploying dedicated devices and maintaining hardware.
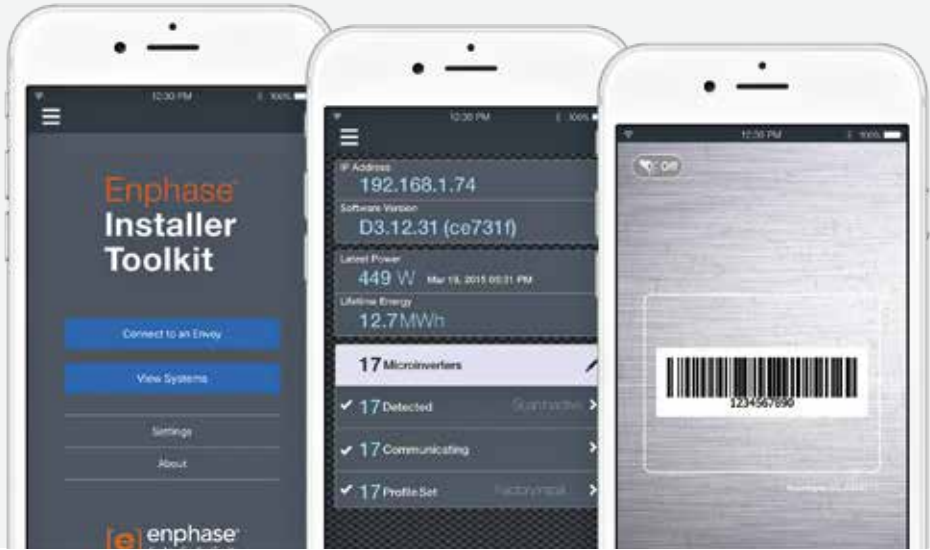
Solution – add high-performance barcode scanning to the Installer Toolkit app

Enphase created the Installer Toolkit mobile app, which allows synchronisation of installation data and provides inventory logistics and commissioning capabilities for local utilities. It also enables wireless communication with headquarters for faster system setup and verification. However, Enphase saw slow initial adoption of the app and decided they needed to add scanning functionality so that technicians could easily scan microinverter serial numbers directly from the app.

INDUSTRY
Energy
Use case
Field Service
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Enphase used the Scandit Barcode Scanner SDK to add scanning to the Installer Toolkit mobile app. Scandit's high degree of reliability and accuracy ensured correct scans, reducing installation time – even in challenging scenarios such as glare from bright roof lighting.

Results – reduced number of visits per installation and lower hardware costs

Scandit Barcode Scanner SDK allows Enphase to deliver enterprise-grade mobile scanning with a lower TCO (total cost of ownership) by eliminating dedicated scanning hardware. Mobile analytics enable deeper understanding of installation workflows, as well as employee performance and productivity.

Thanks to increased ease of use, barcode scanning during installations has risen 62%. Improved scanning accuracy has reduced the number of installation visits. Enphase looks forward to continued scanning improvements, with regular Scandit upgrades distributed via the cloud.

> The Scandit integration was smooth and simple. Existing documentation was thorough and when further assistance was needed, Scandit's response was very timely and helpful. We would definitely work with Scandit again if the opportunity presents itself.

Want to learn more about how Scandit can help improve your field service operations?

Contact one of our team members:
www.scandit.com/contact

Schedule a Demo:
+1 415 528 5050 / +41 44 586 4540

Scan with your smart device to explore more:

Find more success stories at:
www.scandit.com/resources/casestudies

About Scandit

At Scandit, we are helping business users and consumers to augment the physical world with relevant digital information in real time through barcodes, images and other visual identifiers captured with smart devices such as smartphones, wearables, drones, and robots.

With our next-generation mobile data capture platform built on proprietary computer vision, machine learning and augmented reality, we enable businesses to unlock previously unavailable levels of insights into enterprise processes and workflows, resulting in more efficient decisions, more effective employees, lower cost and more satisfied customers and clients.

Don't just take our word for it. Many of the world's most innovative and successful companies are already reaping the benefits of Scandit's next-generation mobile data capture platform. Our clients include Ahold, dm, Coop, Macys, Louis Vuitton, DHL, Cardinal Health, NASA and Verizon Wireless.

SCANDIT

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