



## In Use at Deutsche Windtechnik

70 service technicians carry out their work efficiently using dynamic checklists and directly report their data back to the system—with 100% transparency.

Prompt and optimally documented maintenance thanks to transparent processes.

### Challenge

Deutsche Windtechnik Offshore und Consulting GmbH has been active in the [international offshore industry](#) for over a decade. Backed by years of experience, the company is in an excellent position to offer [comprehensive services](#) for offshore wind farms—from the blade through the tower to the transition piece and the foundation structure, subsea inspection, the substation, and other structures.

In order to ensure this level of service, the [service process](#) must be [well-planned and consistently executed](#). In the past, business planning and operational service processing were miles apart. The quotation and the subsequent fitter actions did not match up, which had several negative consequences.

One of them being the [error-prone subsequent manual processing of reports](#), which was further exacerbated by the paper documents that were circulated. [Transparent technical documentation](#) was lacking, which made it difficult to assign data to an order. Every fitter also had to be kitted out with a camera so they could take photos of the faults at the wind turbine.

### Solution

By using L-mobile service, Deutsche Windtechnik can now map a [seamless, digital, end-to-end service process](#).

Using tablets with the mobile client (which is where the service application is presented) makes it much easier for field service fitters to [record data](#), such as the work-order time accrued, materials used, operating hours, and diagnostic messages, and to take photos.

Transparent documentation is a major advantage, as it provides the basis for [optimal service processing](#). A fitter can view, process, and simultaneously document all outstanding issues for a device history record at any time. Once the maintenance work on the wind turbine has been completed, a [digital field service report](#) is available containing all the information, such as the materials installed, time spent on the work, and any photos taken.

With full [transparency over all the relevant information](#) for a system, it is possible to implement preventive measures, for example, by examining photos of corrosion damage.

## Conclusion

Deutsche Windtechnik was introduced to L-mobile via a recommendation from one of our reference customers. They were impressed by our [long-standing partnership with proALPHA](#). The functions of the mobile solution and their specific features were then jointly defined in workshops.

Following the rapid implementation stage, field service technicians were equipped with tablets and familiarized with the new possibilities for service management.

The L-mobile application was also rolled out at [two more of the customer's locations](#). The fact that one location used the SAP Business One ERP system did not present a problem for L-mobile.

Deutsche Windtechnik Offshore und Consulting GmbH is very satisfied with the way L-mobile has handled their project and with how their original project goals have been met. "There was always a contact available at L-mobile, even when there were changes in staff," says Klaas Feldmann, Head of IT at Deutsche Windtechnik. He described the advantages as follows: "With the mobile solution from L-mobile, we are able to prevent errors consistently and optimally exploit the potential for machine and system maintenance."

## Highlights

- Errors avoided due to a paperless office
- Intuitive solution
- Open database (interface to own customer portal)
- Entry and processing of field service work orders
- Efficient deployment of service fitters
- Online/offline-capable mobile client
- Up-to-the-minute invoicing
- Digital field service report with photo and signature
- Mobile creation of ad-hoc orders



### Deutsche Windtechnik Offshore und Consulting GmbH

Deutsche Windtechnik Offshore und Consulting GmbH has been active in the international offshore industry for over a decade and is in an excellent position to offer comprehensive services for offshore wind farms.

### Technical Details

**ERP:** proALPHA

**Devices:** iPads, Android devices

**Service fitters:** 70

**Field service work orders:** 4,440/year

**Software:** L-mobile service

### Statement

"With the mobile solution from L-mobile, we are able to prevent errors consistently and optimally exploit the potential for machine and system maintenance."

**Klaas Feldmann | Head of IT at Deutsche Windtechnik AG**

[www.l-mobile.com/service](http://www.l-mobile.com/service)



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