



In Use at INOTEC Sicherheitstechnik

At INOTEC Sicherheitstechnik GmbH, the CRM and service solution from L-mobile is used by around 100 employees across 4 locations.

INOTEC wanted a central information platform and the L-mobile service solution was able to deliver this.

Challenge

INOTEC Sicherheitstechnik GmbH is an [innovative mid-sized company](#) with in-house development, design, and manufacturing, as well as a national and international sales organization.

As a [leading manufacturer](#) and service partner for modern [emergency and safety lighting](#), the company was in search of a mobile software solution. The solution needed to support both online and offline use, as the central battery systems are often installed in locations where there is [no guarantee of cellular coverage](#).

Furthermore, the application needed to make the individual work steps in project management and the coordination process in the quotation management system, such as the [assignment of multiple customers](#) or quotations to one project, much simpler. INOTEC Sicherheitstechnik GmbH chose L-mobile as it was able to provide a [comprehensive CRM solution](#) and integrated service processing with offline capability.

Solution

By using L-mobile service, it was possible to connect to the existing [proALPHA ERP system](#). Direct connection to customer and project information as well as device history records and replacement parts [simplified the service process](#), as this information can now be mapped digitally and seamlessly.

INOTEC wanted a [central information platform](#) that would also be available during [offline use](#) and this was achieved with the mobile solution in combination with proALPHA. The solution avoids duplicate data entry and improves the [quality of data](#) for the entire company. A [seamless service process](#) is achieved by assigning installed systems to service objects. Interaction with sales projects supports the work of the after-sales service.

[The use of tablets](#) to manage field service operations proved worthwhile, as did the accumulation of further information on laptops and desktop PCs in the office.

Conclusion

L-mobile and INOTEC worked in close collaboration to develop a [new data structure](#). This structure is displayed using service objects, which also record the information about the various systems [over an extended period of time](#). With these objects, it is then possible to track the sales projects that have been incorporated into an object at any given time. Furthermore, any changes in ownership of systems (for example, in a housing community) can also be mapped.

Based on this structure and the tight integration with the existing ERP system, [significant improvements could be made in customer service](#). The technician is shown the systems in a particular building which are relevant for the order they are working on—irrespective of their installation date or the company that installed them. [In-depth preparation](#) for the respective work order is thus ensured. Based on these data structures, the CRM and service solution was rolled out further to a total of 100 employees across 4 locations in Germany. Among those employees, there are 20 technicians who work with the offline client.

The company also uses mobile solutions from L-mobile in [other areas of the company](#). In addition to using the CRM and after-sales service solution from L-mobile, INOTEC also uses the innovative [warehouse management solution L-mobile warehouse](#) in combination with the proALPHA ERP system.

Highlights

- Manage customer and installation data
- Mobile display of customer master data
- Service data management
- Management of service contracts and automatic generation of maintenance orders
- Offline-capable mobile client
- Entry and processing of field service work orders
- Mobile management of device history records
- Reporting of working times and material to the ERP system



INOTEC Sicherheitstechnik GmbH

INOTEC Sicherheitstechnik GmbH is a leading manufacturer of emergency and safety lighting. The company sets new standards globally with modern, innovative, and high-quality products “made in Germany”, such as decentralized emergency lighting systems, central battery systems with JOKER technology, and dynamic escape route guidance systems.

Technical Details

ERP:	proALPHA
Devices:	iPads, laptops and desktop PCs
Technology:	Integration of volt-meters for supplying data when processing checklists External signature solution (signotec) on laptops
Software:	L-mobile service L-mobile sales L-mobile warehouse

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