



In Use at Rosenberger

Service technicians at Rosenberger Hochfrequenztechnik GmbH & Co. KG are now able to process the company's internal maintenance operations quickly and easily on a mobile basis.

The implementation phase of the L-mobile service project was completed in a very short amount of time.

Challenge

The Rosenberger Group is an [international manufacturer](#) of connection solutions based on high-frequency and fiber optic technology.

To make the work of its service technicians easier when it comes to [maintaining production facilities](#), the company chose the L-mobile service mobile software solution.

Previously, the [documentation](#) of all internal maintenance operations consisted of a mix of analog and digital items. With L-mobile, the company was able to [simplify](#) documentation for technicians, and the process is much faster.

Because of the solution's [seamless integration with proALPHA](#), all information on internal field service work orders can be easily tracked and is always available in the company's ERP system. The elimination of analog documentation provides the added advantage that the company was also able to completely eliminate manual processing, which is often time-consuming and prone to error.

Solution

By using [L-mobile service](#), Rosenberger can now map, starting from its ERP system, a seamless, digital, end-to-end maintenance process. Service technicians can use their [mobile devices](#) to view upcoming and already completed maintenance orders at any time—even offline.

A technician carrying out a maintenance assignment can use a tablet to fill out, right from the machine, all work steps as well as the attached [checklists](#) for the order. This information is then transferred to the [digital field service report](#) and becomes available in the proALPHA system immediately.

When handling internal maintenance, the maintenance orders can either be assigned by a shift supervisor to a technician for a given time period and released, or technicians can use the technician client to schedule assignments themselves. This [instant transfer](#) of order documentation provides for the greatest possible traceability of each maintenance status for each machine.

Conclusion

proALPHA has a **very good, close working relationship** with L-mobile and this led them to recommend L-mobile to Rosenberger—however, it was also the **offline capability** of the solution that really impressed. Moreover, no other company was able to offer a solution with a comparable range of functions.

By using L-mobile service, the company can now track maintenance services quickly and easily and produce more detailed, more accurate internal maintenance reports. Even **ad-hoc orders** which come up during a field service assignment can be created and documented quickly and easily. In addition, the solution's note function makes it possible to record deviations along with photo material, then store them in proALPHA after the order is completed. One further advantage of the mobile solution is the simple, **intuitive operation** of the mobile interface which guides technicians through an order step by step.

Florian König, Assembly Process Coordinator at Rosenberger, when asked to name the **top 3 advantages** of the solution, cited its online and offline capability, its end-to-end mobile processing of field service work orders, and its ability to quickly create ad-hoc orders from a mobile device.

"We're very satisfied with the way L-mobile handled our project, and with the collaboration itself. Communication within the project was outstanding. There was always a contact available whenever we had a question or some other need, and our requirements were optimally met," enthused Florian. Due to the excellent collaboration between Rosenberger and L-mobile, the partners were able to complete the project implementation phase in just over a month.

Highlights

- Integration with proALPHA
- Entry and processing of field service work orders
- Scheduling of service technicians
- Independent order planning by service technicians
- Online/offline-capable mobile client
- Mobile management of maintenance orders
- Multilingual digital field service report

Rosenberger

Rosenberger Hochfrequenz-technik GmbH & Co. KG

Rosenberger is a leading worldwide manufacturer of connection solutions based on high-frequency and fiber optic technology. The company is headquartered in Germany and also maintains production and assembly locations as well as sales branches in Europe, Asia, and North and South America.

Technical Details

ERP: proALPHA

Software: L-mobile service

Technology: Offline-capable mobile client

Devices: Tablets

Wireless technology: WLAN

Statement

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Florian König | Assembly Process Coordinator at Rosenberger

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