



in use at Swecon Baumaschinen GmbH

Deployment planning across all locations:
Over 180 technicians are controlled from 15 locations.

Including documentation of all deployment data via the mobile service app from L-mobile

Challenge

As a large service company, [Swecon Baumaschinen GmbH](#) faces some huge challenges. A well-planned and consistent [service process](#) is essential to ensure top-notch customer service.

In the past, they scheduled fitters at each location and prepared them for their assignments separately and with individual tools. [Planning encompassing all locations](#) for technicians or [resource optimization](#) was possible only with significant organizational effort.

The handwritten [field service reports](#) often reached the respective locations with a [significant delay](#), only to be entered again into the ERP system, [MS Dynamics NAV](#), by the office staff. The manual transfer of additional operational data was also susceptible to errors and time-consuming. At the same time, mobile time recording via cell phone no longer met expectations.

This necessitated finding a solution to [optimize lead times and manual processes](#).

Solution

By using [L-mobile service](#), Swecon can now map a seamless, digital, end-to-end service process based on the [ERP system](#).

The field service orders created in MS Dynamics NAV are forwarded with all information to the scheduling department of the respective location. They are then assigned to the appropriate fitter or team using the [graphical planning board](#). [Skill management](#), tracking of [non-productive times](#) and [absences](#), along with [map-based display of deployment sites](#), enable optimized planning. Role and permission-based access to the planning of other locations promotes [easy cross-regional collaboration during peak workloads](#).

All this results in precise planning and handling of field service calls. The use of a tablet with the [mobile service app](#) has made it [much easier](#) for field service technicians to [record data](#), such as working hours, material installed, or diagnostic messages. Once signed with an electronic signature, the data is transferred to the [digital field service report](#). It is immediately sent to the customer via email and relayed to the office staff without delay—laying the foundation for [prompt invoicing](#).

The project

Based on the experience that the project can only be successful if there is a high acceptance rate among the users, the **employees were involved in the project from the very beginning** by the division management. The functions and their specific features were jointly defined with L-mobile in several **workshops**. The basic installation including connection to **MS Dynamics NAV** and **employee time tracking** was realized in an initial phase of the project. This was the starting point for six technicians and three dispatchers in three locations, who were familiarized with the new possibilities as pilot users.

Even during this roughly **two-month pilot phase**, numerous adjustments and feature enhancements were implemented for Swecon. In a second phase, additional technicians were included in the pilot. Following the implementation of a **detailed rollout plan for the entire service organization**, over 50 dispatchers and more than 180 technicians in 15 locations in Germany are now supported by the **mobile service solution** from L-mobile.

Highlights

- Manage customer and installation data
- Central management of field service orders
- Scheduling service technicians and teams
- Scheduling and managing non-productive times
- Skill matching in deployment planning
- Online and offline-capable mobile service app
- Mobile access to customer master data
- Mobile access to device history records and maintenance contracts
- Mobile recording of working times and material
- Automatic data transfer to the ERP system
- Mobile creation of repair orders
- Mobile creation of digital field service report



Swecon Baumaschinen GmbH

Swecon Baumaschinen GmbH is part of the Lantmännen Group's Agricultural and Construction Machinery business unit, based in Stockholm, and is a sales and service partner for Volvo construction machinery in central and northern Germany.

Technical details

ERP: MS Dynamics NAV

Devices: iPad 3

Wireless technology: GPRS/UMTS

Technology: HTML5 on-/offline



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