



## In Use at HSR GmbH

150 service technicians at HSR GmbH now work with standardized service processes on a mobile basis.

They use L-mobile service for up-to-the-minute documentation of the service provided to the customer.

### Challenge

With more than 60 locations in Germany and Europe, [HSR GmbH](#) provides a complete service in the field of high-pressure connections for technical systems in industry and construction. Offering 24/7 service, 365 days a year, the company ensures that unscheduled machine downtime is minimized or avoided altogether through [preventive maintenance](#).

In order to ensure this level of service, the [service process](#) must be well-planned and consistently executed. In the past, technicians worked with handwritten delivery notes, which took about a week to circulate before finally arriving at the office to be manually entered into the MS Dynamics NAV system. To illustrate the magnitude of the situation, €140,000 in personnel costs were invested per year just to transfer the data from handwritten delivery notes to the ERP system.

Manual entry of the additional data collected during the service call was error-prone and time-consuming. Clearly, a solution was needed that would optimize lead times and manual processes.

### Solution

By using [L-mobile service](#), HSR can now map a seamless, digital, end-to-end service process based on their [MS Dynamics NAV](#) installation.

[HSR's](#) service vehicles are equipped with all the important components for new high-pressure connections. These are taken to the service call location. The right component can be individually identified there and is taken from the vehicle for the field service order.

This results in the optimal handling of service calls and therefore effective service management.

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

[Signed electronically and with images](#) of the repair attached, the data is transferred to the [digital field service report](#) and this is emailed to the customer straight away. Instant feedback to the relevant location provides the basis for swift, up-to-the-minute invoicing.

## The project

HSR was introduced to L-mobile via a recommendation from one of our reference customers. In this case, our application made a great first impression due to its adaptability. The functions of the mobile solution and their specific features were jointly defined with L-mobile in workshops.

Following the implementation stage, field service technicians at two smaller HSR locations were initially equipped with tablets and familiarized with the new possibilities for service management. The core element of the HSR application is the hose configurator.

This allows the exact hydraulic hose with suitable connections for the respective field service order to be configured on site at the customer's location.



Jaques Wichert, Innovation Manager responsible for mobile data collection systems at HSR, described the benefits of L-mobile as follows: **"The mobile solution is very easy to use and its adaptability is impressive. I would like to praise the L-mobile programmers and the risk management team for their availability during the project. The L-mobile team introduced the right measures for the project in critical situations."**

## Highlights

- Integration with MS Dynamics NAV
- Entry and processing of field service orders
- Efficient deployment of service technicians
- Online/offline-capable mobile client
- Up-to-the-minute invoicing
- Description of the services provided and the work carried out
- Digital field service report with photo and signature
- Mobile creation of ad-hoc orders



### HSR GmbH

With more than 60 locations in Germany and Europe, HSR GmbH provides a complete service in the field of high-pressure connections for technical systems in industry and construction.

### Interesting details

ERP	MS Dynamics NAV 2009 R2
Devices	Tablet HUAWEI M5 Samsung Galaxy Tab A
Service technicians	150
Service requests	45,000/year

### Statement

"Thanks to the mobile solution, we no longer have any transfer errors—instead we have transparent field service reports with photos. Employee management has also been improved dramatically, as they have to follow the process steps."

**Jaques Wichert | Innovation Manager,  
HSR GmbH**

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