

Digital Pen and Paper speeds up billing



HANSA-FLEX's 350 service technicians are in place wherever hydraulic power transmission is needed – from the design of complete hydraulic systems to developing aggregates as well as providing on-site field services for operators of all types of mobile and stationary machinery. Flexibility and speed is the Bremen-based (Germany) specialist's recipe for success. German customers include AMD's chip factories in Dresden Terex's construction machinery plant in Dortmund and MAN's maritime diesel factory in Augsburg

Fleet management system provides coordination

Dirk Lange is in charge of the nationwide, toll-free customer service hotline. With currently over 120 vehicles at their disposal, the FLEXPRESS team controls HANSA-FLEX's on-site customer service operations across Germany. The vehicles can be dispatched at an instant to service any hydraulic system, from industrial plant to construction machinery or wind turbines.

With its customer service activities, HANSA-FLEX guarantees that a technician will be on the customer's premises as quickly as possible and repair the damage directly. To manage this efficiently, the company uses a reliable fleet management and customer service system that enables dispatch managers to view the position and status of service vehicles at any time. In addition, an accurate, up-to-the-minute overview of free capacities and spare parts inventory is necessary in order to supply HANSA-FLEX's customer service with missing components and efficiently coordinate deployment.

With up to 2,000 spare parts and numerous special-purpose tools on board, the dispatcher uses the **SkaiFleet** management system from aibis® incorporating **irForms™** from CubelQ® to deploy a service technician. The order, which is activated online, is sent wirelessly to the on-site fitter. Dirk Lange determines in real time whether the customer service order was received, read and confirmed. If a hose, seal or pump is defective, or oil or nitrogen must be added, it is not a problem for the quick service technician.

"We have to coordinate 100 service vehicles every day all over Germany and maintain an overview of more than 2,000 spare parts per vehicle as well as numerous special-purpose tools. Thanks to the IT-solution, we are able to supply our customers with the necessary spare parts at any time and make it as easy as possible for our customer service technicians to perform their work," says Jörg Hartmann, Director Organisation and Processes at HANSA-FLEX.

Entering accounting data in SAP in seconds

The heart of **SkaiFleet** is the **irForms™** mobile order management and data entry solution. This solution consists of a record of the activity documentation on paper with Anoto's dot pattern and a Bluetooth®-enabled digital pen. Once the HANSA-FLEX service technician has repaired or serviced the machinery all accounting-relevant data needs to be entered into the record, for example the source of the damage, material consumption, customer data and the licence plate number of the service vehicle.

Once the customer has signed off on the work and all data has been entered by the technician, the data is sent from the pen via Bluetooth to an industrial handheld device connected to a mobile phone network, from where it is sent wirelessly to a server at the company headquarters. Right after the successful transmission, handwriting recognition software converts the data to digital characters, which are further processed immediately. To do this, an interface to the company's SAP system has been provided, in which all data is used for accounting purposes. And to the SAP system, a document management system is connected, providing an efficient archiving function.

Speeding up processes without changing the workflow

irForms™ makes it possible to quickly bill the services without delays and interruptions, since the technicians



no longer have to first deliver the paper records to the central office or perform the time-consuming task of entering accounting data into the computer system. This completely eliminates tedious processing work, which is susceptible to erroneous and lost data. Neither is it necessary to change procedures, nor does the system require extensive personnel training, since employees can continue to work with pen and paper as usual. The whole process is speeded up 4-5 times and erroneous data is reduced to a minimum.

Furthermore the paper-based protocols which contain the original signature of the client are archived and can be obtained if needed.

irForms™ from aibis® and CubelQ® has enabled us to speed up our accounting processes 4-5 times,” says Jörg Hartmann, Director Organisation and Processes at HANSA-FLEX. “We are able to submit invoices much faster, which has a direct effect on our cash flow. With 300,000 customers, the solution therefore pays for itself in a very short time. All employees also accepted the solution without any problems, since they can keep their records in the same way as before.”

Facts:

Customer:

HANSA-FLEX, Europe's leading service provider of hydraulic systems.

Challenge:

Reducing the time needed to complete the documentation of maintenance and repair work; ability to speed up accounting processes and lower management costs.

Solution:

A solution developed by aibis® and CubelQ®, based on Anoto Digital Pen and Paper technology. With the solution, data can be sent instantly from the field via a mobile phone.

Benefits:

Less time required for entering service data. Accounting process has been speeded up 4 – 5 times.



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