



Increase **Service Efficiency** with Digital Workshop Management



The transformation of workshop operations into a future-oriented process

-25%

Higher Technician Utilization

100%

Transparency Across Workshop, Resources, and Jobs

+3 h

Saved per Technician per Week

Overview

The workshop has become a key driver of business success—yet many underlying processes are still stuck in the past. Technology is becoming more complex, customers expect faster response times and maximum equipment availability, and the shortage of skilled labor continues to intensify. Qualified technicians are scarce and increasingly difficult to retain, while new machine sales are coming under growing pressure.

For workshop and service managers, this means greater responsibility and increasing pressure to keep service operations efficient—often with tools that were never designed for this level of operational complexity. Information is scattered across ERP and DMS systems, Excel sheets, email inboxes, and paper documents. Planning still happens on whiteboards, and critical data can get lost on its way from the technician back into the administrative systems.

The result is hidden costs: unnecessary emergency part orders, slower invoicing cycles, underutilized technician capacity, and an organization that reacts instead of actively managing operations. This is exactly where modern, specialized workshop solutions like ClearOps come in. They bring structure to daily operations, create transparency across capacities and jobs, and transform workshop operations into a structured, efficient, and profitable process.

In this **guide**, you will learn

This guide highlights the hidden costs of outdated processes, explains how modern workshop solutions can be seamlessly integrated into existing system landscapes, and illustrates how ClearOps can transform service operations into a stable and growing source of revenue.

- ◆ The hidden costs of outdated processes
- ◆ Modern workshop solutions in the existing landscape
- ◆ How future-oriented workshop planning works
- ◆ Specific benefits for workshop and service managers
- ◆ How ClearOps empowers technicians and service managers
- ◆ The added value with ClearOps in the workshop and everyday service
- ◆ Case Study: Eiksenteret as a pioneer
- ◆ Conclusion



The **hidden costs** of outdated processes

At first glance, workshop operations appear to run smoothly. Orders are processed, technicians stay busy, and customers are served. Yet beneath the surface lie significant hidden costs that erode profitability.

Outdated, highly manual processes are a major driver of this: When planning depends on whiteboards and spreadsheets, information becomes fragmented across ERP and DMS systems, emails, and paper documents. Technicians often record their hours and activities retrospectively 'from memory', making gaps, errors, and delays almost inevitable. **Each of these inefficiencies consumes valuable time and lost time directly translates into lost revenue.**



What's more, modern machines are becoming increasingly complex.

Diagnosing and repairing them now requires far more information and preparation than in the past. If this information isn't available in a structured format, technicians end up wasting valuable time searching and asking questions instead of working efficiently on the machine.

Common effects on everyday work life:

- Billable hours are lost because activities are not recorded or only partially recorded
- Invoicing is delayed because information is missing or needs to be clarified afterward
- Spare parts margins suffer when operations are constantly in emergency mode
- Service managers end up spending a disproportionate amount of time “firefighting” instead of managing operations

All of this keeps workshop managers constantly firefighting instead of leading. Planning is chaotic and manual. Without real-time visibility into capacity and order status, resources are underutilized. Communication is fragmented between service managers, technicians, and administration, and data remains siloed. **These hidden inefficiencies ultimately determine whether service drives profit—or quietly erodes margins.**



Modern workshop solutions in the existing **system landscape**

ERP and DMS systems form the backbone of most dealership operations—but they were not designed to manage the dynamic day-to-day workflow of a workshop in detail. They capture orders and invoices yet reach their limits when it comes to minute-by-minute planning, transparent capacity utilization, and the operational coordination of technicians and workshop activities.

As a result, many dealerships have developed a range of “side systems” over time: Outlook calendars, Excel spreadsheets, whiteboards, and handwritten job cards. While these tools may provide short-term relief, they ultimately create additional complexity, extra administrative work, and a lack of transparency.



Common symptoms:

- Multiple, separate planning locations (ERP / DMS, calendar, whiteboard, notes)
- No consistent overview of all orders, technicians, and capacities
- Duplicate data entries between workshop and administration
- Important information is “stuck” with the technician or in the workshop and does not make it back into the system

Modern workshop and service management platforms address precisely this issue: **they complement ERP systems in areas where operational flexibility and transparency are required, without replacing or disrupting the existing system.**

Key principles of such solutions:

- ERP and DMS remain the systems for master data
- The workshop solution handles planning, execution, and documentation
- Data flows automatically in both directions without duplicate entries
- Workshop processes converge in a common interface
- AI features to increase productivity and efficiency

This creates a system landscape that builds on the stable foundation of existing ERP and DMS systems—while enabling workshop organizations to actively manage day-to-day operations instead of constantly playing catch-up.

How **future-oriented** workshop planning works

Modern workshop management solutions support the entire service process—from order creation and planning to execution and billing—ensuring every step is connected, efficient and visible. The AI-powered Aftersales Intelligence platform ClearOps makes these steps seamless, creating a transparent and fully controllable workflow across all stages.

This solves core problems that currently cost a lot of money:

- Chaotic, manual planning using whiteboards, spreadsheets, and phone calls
- Lack of real-time transparency regarding capacity utilization and order status
- Poor resource utilization because technicians are waiting for information or parts
- Fragmented communication between service managers, technicians, and administration
- Data in silos that prevent clear evaluation and KPI control

ClearOps opens new possibilities for workshop and service managers:

- Intelligent planning via drag & drop based on technician expertise and priorities
- Live transparency via dashboards for open orders, capacity utilization, and bottlenecks
- Complete machine history with previous orders, reports, and part usage
- Higher technician utilization with AI features – more productive hours without additional staff
- Central database from which reports, KPIs, and optimization insights are derived

This turns workshop operations into a controllable process: The service manager not only sees what is happening now but can also actively decide what should happen next.

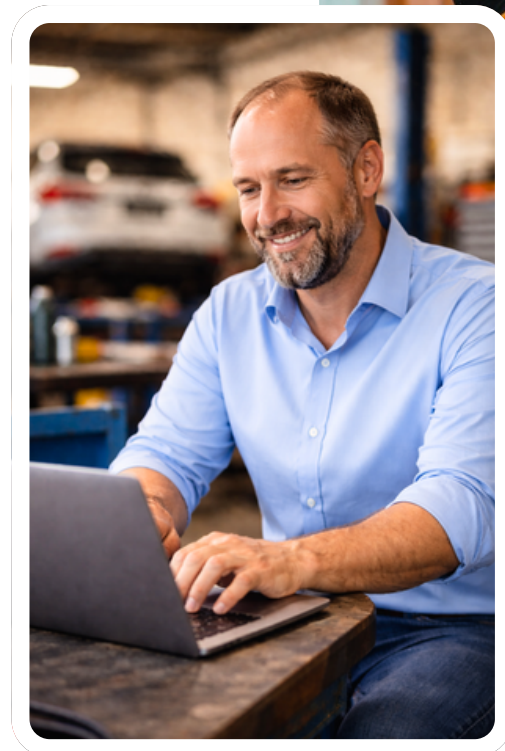


Specific benefits for **workshop and service managers**

For workshop and service managers, it's not just about hitting KPIs — it's about control, reliability, and the confidence that the operation is truly under control.

From a rational perspective, they operate under constant performance pressure. More vehicles need to move through the workshop in less time. Downtime must be reduced. Technicians need to be optimally utilized in the global fast-paced, AI-led world — without compromising quality. Idle time costs margin. Overload leads to mistakes and frustration. At the same time, daily coordination eats up valuable hours: status inquiries, missing information, unavailable parts, unclear responsibilities.

What they need is real-time transparency — over capacity, parts availability, and the exact status of every single job. Because every unplanned interruption costs money. Every forgotten task, every minute spent searching for information, every communication gap directly impacts profitability. **Efficiency isn't a "nice-to-have". It's the foundation of sustainable performance.**



But beyond the numbers, there's a deeper, emotional layer. Workshop and service managers carry responsibility for their entire team. They want to make confident decisions, maintain oversight, and project stability. Yet there's always that underlying concern that something might slip through the cracks — a job, a customer, a critical detail.

The desire for structure is therefore more than process optimization. It's the desire to move from constant firefighting to proactive control. From chaos to clarity.

At the end of the day, they want to go home with peace of mind:

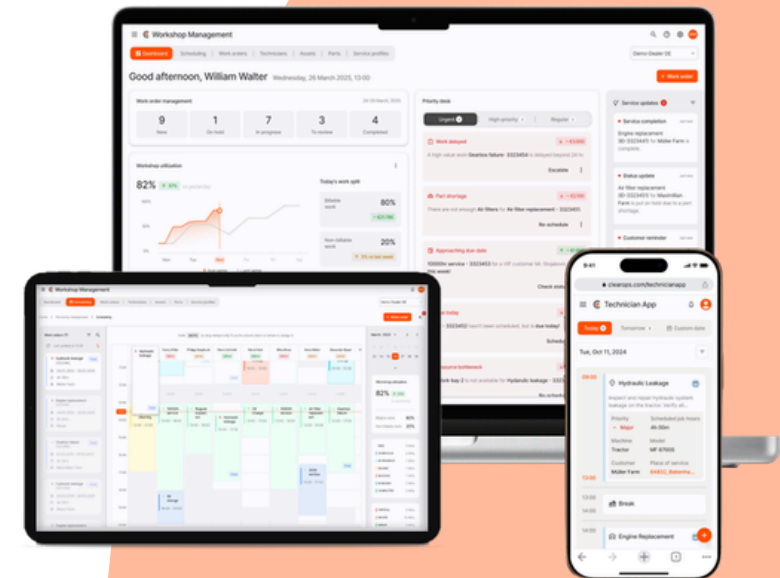
- Knowing everything is properly planned
- Knowing no job has been overlooked
- Knowing their team is aligned and clear on priorities
- Knowing tomorrow won't start with chaos — but with clarity

This is exactly where a specialized AI-enabled workshop solution like ClearOps comes in:

It creates transparency, structure, and reliability in daily operations — transforming operational stress into manageable, controlled processes.

- **More throughput**
- **Higher utilization**
- **Less stress**

Not just better results, but real operational confidence.



How ClearOps empowers **Technicians**

ClearOps provides technicians with an intuitive, web- and mobile-enabled solution that delivers all relevant information about orders, machines, and history directly to their workplace. Paper forms, loose notes, and duplicate data entry are eliminated.

Typical challenges in technicians' daily work:

- Time-consuming paperwork with order slips and forms
- Missing or incomplete order and machine data
- Retrospective recording of times, parts, and images

How ClearOps supports technicians in their daily work:

- All job details at a glance, including machine history and required parts
- Easy documentation thanks to time tracking, photo documentation, and AI-supported voice recording
- Offline mode for flexible working even without a stable connection

The impact for technicians:

- Noticeable time savings thanks to less manual administration & documentation
- More efficient processes and faster order processing
- Higher service quality and a professional image for customers thanks to structured information and documentation





With ClearOps, the focus was just right – we gained more visibility into our service jobs, scheduling became easier, and technicians are better prepared when they go out. It helped us fix some key integration issues without overcomplicating things.

Trond Randbo Kjempekjenn
CEO at Eiksenteret

The **added value** with ClearOps in everyday service

The cloud-based, AI-powered Aftersales Intelligence platform ClearOps does not focus on “nice-to-have” digitization, but on delivering measurable improvements in workshop operations. Effective workshop management creates clear processes, optimizes technician utilization, and enables transparent real-time planning—**resulting in more billable hours, less operational stress, and a more profitable service operation.**

Key benefits at a glance:



Clear daily and weekly schedules enable proactive planning instead of constant firefighting mode

Less time spent searching and inquiring means more focus on billable activities

A specialized workshop solution brings process clarity and complements ERP and DMS instead of replacing them

Higher utilization of technicians through transparent capacity planning and skill-based resource allocation

More billable hours through better planning, less idle time, and fewer unplanned interruptions



Case Study: Eiksenteret as a pioneer

What does this look like in practice? One example is Eiksenteret, an AGCO dealer that has digitized its workshop processes with ClearOps. The AI-powered ClearOps platform was connected to SAP Business One and seamlessly integrated into the existing planning processes.

The approach: create a consistent service process—from order creation and resource planning to documentation and spare parts forecasting. This laid the foundation for reducing emergency orders and making the service process more transparent.

Results achieved:

- Reliable, proactive order planning several weeks in advance
- Faster order processing on the machine thanks to better preparation
- Significantly fewer emergency orders and higher spare parts margins
- Predictable spare parts orders thanks to manufacturer connection
- Seamless integration with SAP Business One and complete traceability
- Shortened billing times thanks to complete, structured information

Voices from within the company reveal what this feels like in everyday life: **less documentation effort, more transparency, simpler planning—and technicians who are better prepared.**





Service Cloud has streamlined our workflow by transferring SAP orders directly to the planner. Mechanics can log time and write notes directly on the order, accessible via PC, mobile, or tablet—removing the need for paper slips.

Service & Workshop Manager at Eiksenteret



Digital orders give us full traceability: who did the work, what was done, duration, and related images. It's easier to monitor technician availability, and time tracking is now based on actual input instead of estimates

Service & Workshop Manager at Eiksenteret

Conclusion

The realignment of the workshop towards a sustainable, digitally controlled process is no longer an option; it is a prerequisite for remaining competitive in the market in the long term. Those who cling to paper-based processes, isolated solutions, and reactive planning risk their margins, increase employee frustration, and ultimately weaken their competitive position.

At the same time, now is the perfect opportunity to solve long-standing problems: lack of transparency, constant emergencies, lost hours, and delayed or incorrect billing. AI-enabled platforms such as ClearOps make it possible to lead the service sector into a new era of efficient, data-driven processes—and thus develop it into a genuine, predictable source of revenue with AI-Driven Aftersales Intelligence.

For workshop organizations that want to shift from reactive mode to control mode, the first step is straightforward: a review of the current service process to identify where ClearOps can offer the greatest leverage.

Are you ready for a change?

Contact Us: louis.giess@clearops.com

Or give a call: +49 89 38031838



Are you ready for change?

Get in touch with us!

Get in touch with us today—experience your **success** tomorrow.

Let's start a conversation!

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