



Case Study:

Transforming Field Service Operations

How Service Geeni Enhanced Productivity
and Service Quality for Habasit UK

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About.



Sector

Materials Handling - Automation



Business Type

Manufacturing, Product Assembly,
Field Sales, Field Service



Users


30-40 (in the UK)



Habasit UK is part of the wider Habasit Group, a Global market leader in the manufacture, supply and installation of premium conveyor and power transmission belts, established in Switzerland in 1946.

From a UK perspective, field service is a fundamental element of the business, and a national network of Regional Service Centres ensures valued customers operating across multiple fast-moving industries have instant access to 24/7 product and installation support.

Habasit UK came to Service Geeni as part of a commitment to continuous improvement regarding the capability and efficiency of their UK-wide service offering.



The Challenges.

Habasit UK, like many businesses, rely on SAP as their central business software. But, being a business-wide tool rather than a service specific tool, the service team were lacking functionality.

In reality, field engineers were using a paper-based system to record job information, and office staff were manually transferring this into SAP. Staff were also manually retrieving job information from SAP and relaying it to engineers, rather than engineers having direct access to the information they need on the job.



The Challenges.

This paper-based process led to a number of issues in the service department such as:

- **Invoicing delays** caused by a slow, paper-based process that made sending invoices time-consuming.
- **Service managers overwhelmed** by admin tasks, taking them away from their primary responsibilities.
- **Manual reporting** meant managers spent too much time on creating reports rather than actioning insights from the reports.
- **No live data** meant that reports were based on old data, sometimes up to 4 weeks old, meaning the team were slow to recognise opportunity for improvement.
- **No live visibility of operations** meant service managers were in the dark about how jobs were progressing on site until the engineer manually reported back.
- **No easy way to share useful data** with customers.
- **Manual data entry** was on the whole inefficient and prone to human error.
- **No digital records held of jobs**, it was all on paper, and so there was no disaster recovery plan for this information.
- **Data was often missing** and not easy to access with it being paper-based.
- **Capacity planning was not optimised**, so engineer time was not always being used efficiently.

Why Now?

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Habasit UK knew they were spending too much time inefficiently. They also knew there were tools out there which could help them with the challenges they were facing, but since SAP was playing an important role in the business as a whole, they recognised they needed a service management tool which would complement SAP and integrate with it.

So, they came to Service Geeni....
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What is the Solution Service Geeni Provides?

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Collecting Data from SAP

Service Geeni's ability to integrate with a vast range of software was key for Habasit UK. The Service Geeni tech team handled the integration with SAP which means that when a job is added to SAP it is pushed straight to the SG mobile app and so, directly to the field engineer. This means the engineer has direct visibility of the job, cutting out the 'middle-man' and eliminating room for error.

Job Progress Visibility

Service Geeni then allows engineers to report back in real time, which gives much more visibility to customers and office staff. Job sheets are sent directly to the customer and the office, with no paper needed! Meaning they are instant, searchable, reportable, safely stored in the cloud, and not prone to the human error which often comes with rekeying.

Improved Capacity Planning

With more accurate tracking of job progress and job scheduling, the office team are able to see where engineers might have room to fit more jobs in, and equally, make sure they have enough time to do more complex jobs. Ultimately, meaning the team of engineers as a whole are as efficient as possible.

Pushing Data back to SAP

Relevant job data is then integrated back into SAP including timing information (relevant for invoicing) and so the wider business has this data for a holistic approach to operational efficiency.

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What is the Solution Service Geeni Provides?

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Timesheet Capturing

Timesheets are automatically captured, meaning engineers don't have to spend time manually filling in time sheets and submitting them. Habasit UK have also discussed integrating their HR tool with Service Geeni in the future so that time sheets will be automatically captured and fed into their payroll system, so watch out for an update on this!

Reporting

Service Geeni's inbuilt reporting, KPIs monitoring, and dashboards makes it much easier for the team to generate useful, recent and live reports. Meaning decisions can be made quickly, knowing that the data is accurate and current.

Quoting

Service Geeni makes it easier for engineers to identify new business opportunities too. Engineers are able to quickly and easily send a message back to the team in the office requesting a quote, rather than the opportunity being lost or forgotten about. The more quotes the team are able to get out there, the more revenue the service department is likely to generate.

Self-service Documents

The field engineer team also now have easy access to self-service documents and mobile forms through the mobile app. E.g. a basic fitting sheet can be attached to a job to make sure the engineer captures the right information as they work and feeds back the data in a digestible and reportable way.

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What is the Potential Benefit?

The key benefits of Service Geeni for Habasit UK can be summarised as follows...



Maximise engineers and management productivity



Provide real time visibility of operations in the field



Boost customer satisfaction



Drive more sales



Use data to make informed decisions



Avoid human error



Maintain business-wide operational efficiency

Why Service Geeni rather than another FSM tool?

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We chose Service Geeni because of their willingness to change and adapt to us. Service Geeni offered the best connection with SAP, as well as advanced service management features – not everyone else could do that.

Paul Henderson, Performance Excellence Manager
Habasit UK

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What has your experience been like so far?

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Positive – this is going to make a massive difference in service operations for us. The support we've had creating the integrations between the two systems was excellent. We're very impressed with how the SG team have been willing to tailor it to solve the problems we had.

Paul Henderson, Performance Excellence Manager
Habasit UK

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Contact.

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