

Company
HOERBIGER Holding AG

Location
Zug, Switzerland

Industry
Industrial machinery and components

Products and Services
Compression technology, drive technology, and hydraulic systems

Employees
>6,800 worldwide

Web Site
www.hoerbiger.com

Partner
FULCRUM Consulting GmbH
www.fulcrum.at

HOERBIGER: WHC – Lease Fleet Management with SAP® Cloud Platform and SAP Hybris® Cloud for Customer

Objectives

- Gain 360-degree contract visibility, automate data collection and invoicing, and optimize spare parts logistics
- Get total insight on the condition of wellhead compression (WHC) units to increase availability
- Streamline technical service, which includes field service and the workshop-repair process

Why SAP

- **Complete vision** – SAP delivering on the complete promise, as only SAP can
- **Integration** – smooth solution integration without silos, from telemetry through SAP® Cloud Platform to the SAP Hybris® Cloud for Customer solution and the SAP ERP application – with extensibility and adaptability
- **Partnership** – proven, strong, and reliable alliance

Resolution

- **SAP ERP** – digital core and digital foundation
- **SAP Cloud Platform** – platform for Internet of Things technology to connect WHC units, visualization and processing of machine data, customer collaboration portal, development of additional user experiences and applications, and a key performance indicator (KPI) calculation engine (such as for unit availability)
- **SAP Hybris Cloud for Customer** – service management, lifecycle management of WHC assets, field service and workshop repair process, data supplier for KPI calculation, and machine data to service engineers

Future plans

- Roll out to other countries through 2018
- Use sensor data for predictive maintenance and additional scenarios
- Integrate the SAP Service Parts Planning application to optimize spare part logistics

“The new solution is efficient and agile for handling and controlling operations for the WHC fleet. I specifically enjoy the ability to track failure causes and cost posting in the same integrated system.”

Raymundo Negrete, WHC Operation Service, HOERBIGER DE MEXICO



Transparent

Visibility in contract details, billing rules, and insight through condition monitoring of WHC assets

Effective

Increased availability of WHC units and optimized service operation

Automatic

Generation of mainly automated service tickets for a simplified and automated invoice process