



ELCO Heating Solutions

Efficient Service Organization with MobiEnterprise

ELCO Heating Solutions is a member of the MTS Group, which employs more than 6,000 people in 150 countries. As one of MTS Group's most important brands, ELCO stands for fully customized heating solutions based on high-quality products, coordinated systems and comprehensive service. To provide even better support for its customers and further enhance the performance of its service technicians in Switzerland, Germany, Austria and the Netherlands, ELCO selected the MobiEnterprise® from Siemens to significantly improve the scheduling, administration and efficiency of its service organization.

The project

Persistent problems with the dispatching of its service technicians, insufficient capacity utilization, lack of transparency, material bottle-

necks and a market that is getting tougher all the time were ELCO's reasons for wanting to improve its service organization from the ground up. In September 2005, because of the solution's high basic functionality, flexibility and individually configurable expansion stages, ELCO selected MobiEnterprise.

The challenge

- Reducing service costs and time while at the same time improving effectiveness
- Boosting profitability through central dispatching and optimized resource utilization
- Accelerating cycle times by automating the transmission of jobs
- Reducing faulty entries by avoiding paper-based information and increasing master data quality through direct maintenance on the mobile device



Frank Bode,
Head of Service Division,
ELCO GmbH

"MobiEnterprise® significantly contributes to the optimization of our service processes. Right from the project phase, Siemens demonstrated competency and flexibility in implementing our wishes."



Benefits for ELCO

- Efficient order transmission from SAP to the graphical dispatch interface of the Siemens control center
- Greater clarity and transparency in the service organization
- Optimized job dispatching and order delivery to the service technician
- Better master data quality by linking it to the sales system for new equipment and maintenance contracts
- Faster processing of service orders with detailed reporting, including customer signature on the mobile device
- Improved cost-efficiency through prompt invoicing and better personnel scheduling
- Lower process costs thanks to one-time electronic data entry, elimination of time-consuming call-backs and lower billing and paperwork costs
- Ability to place material orders on site with a direct link to the warehouse management system
- Mobile stock transfer of spare parts
- Investment protection thanks to an individual expandable, reliable solution from Siemens

The solution

Thanks to MobiEnterprise® and its intuitive interface, ELCO now has an easy-to-use solution for entering and transmitting orders and for dispatching service technicians. New jobs are easily transmitted to the service technician's wireless device and can just as easily be rescheduled or reassigned. Thanks to automated status information ("Technician at work", "Technician on the way back", etc.) and color-coded screen information, the dispatcher always knows what's going on without having to call his people in the field. The technician can enter an instant service call report in his mobile device, and also has the ability to change the customer's master data, such as address, equipment information, etc. on the spot. The customer can view a summary of all billing-relevant data in a service summary and confirm it with his signature directly on the device.

Once the service report is complete, the data is transmitted to the enterprise resource system (SAP), where it triggers the billing process and any master data updates. In addition to entering reports, the technician can also enter and send orders for parts or materials on his device. Thanks to selective data replication, the service technician also has offline access to all relevant information such as inventory data, complex system information and the history of the most recent service calls.

Our services

MobiEnterprise is a solution that was rigorously tuned to meet the needs of companies where services are part of core processes. Although all services are similar in their basic structures, every company requires customized features. With MobiEnterprise, they can be set up easily and quickly since they are based on a flexible basic platform with highly sophisticated function modules.

Our services for ELCO:

- We analyzed the customer's requirements and jointly designed the customized solution
- We integrated MobiEnterprise into SAP R/3 system
- We implemented the following features:
 - order dispatching with Siemens control panel (add-on to SAP)
 - order transmission and status reports
 - order reporting with customer signature
 - material and inventory information with material ordering and stock transfer



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Order No.
U29403-J-Z111-2-7600
11/08 | Printed in Germany

Siemens AG

Siemens IT Solutions and Services
Otto-Hahn-Ring 6
81739 Munich, Germany
Global Info Desk
Tel.: +49-1805-444713
it-solutions@siemens.com

www.siemens.com/it-solutions

Siemens AG

Siemens IT Solutions and Services
Daniel Preisig
Freilagerstr. 38
8047 Zuerich, Switzerland
Tel.: +41-585-586-608
daniel.preisig@siemens.com