

“WPA’s solution provides better customer service and increases job satisfaction”



Better customer service and improved job satisfaction

At the same time the WPA’ solution has eased the administration and enabled a quicker billing process. These results make it a sound investment.

When SIF Gruppen, a Danish electrical company with more than 150 employees, considered changing their financial management system (ERP system), they decided to go one step further, by choosing a mobile solution. SIF’s integrated solution, connects the more than 50 service engineers and technicians directly to the company and gives them the tools to deliver the best service and save valuable time.

SIF Gruppen searched the market for a solution and WPA Mobile was recommended. Because of it’s Microsoft-based standard solution having the ability to integrate to almost all available ERP-systems.

Improved Job Satisfaction

Using a PDA with a wireless connection, the service engineer can access the system from any location at any point in time. With a car cradle kit installed in the company’s service cars the service engineer receives - or create himself - orders directly while in the field and register goods and time used.

“It’s a huge advantage, that the service engineer can receive an order, start-working and finished it without having to call the office. The service engineers are more self-reliant having more freedom in their job with the ability to organize their time. This has improved the job satisfaction among the service engineers”, says by Lone Bech, IT Administration Manager.

Free of Pen and Paper

Service Engineer, Kim Nielsen, functioned as test-pilot in the project, notes that the WPA solution saves time from performing time-consuming and inconvenient paperwork.

“Our daily cycle of operations is easier and faster and we have a much better overview of materials- and time usage. Of course, the shift to PDA’s gave us some worries at the start but today nobody wants to switch back to pen and paper”, says Kim.

“The PDA also has a built-in scanner, making it very fast to register the material and hours used on a order” he says.



Overviev

Company Profile

SIF Gruppen is a Danish company that offers electrical services and installation. They also configure IT, phone networks and security systems.

Situation

SIF Gruppen considered changing financial management system. The company realized the benefits with a mobile solution.

Solution

After a test phase WPA Mobile 2.6 was integrated with SIF Gruppens new ERP-system, Navi-EL. The service engineers received ruggedized PDA’s from Symbol.

Benefits

- more satisfied customers
- improved job satisfaction
- lower administration costs
- fast registration of materials and man-hours
- less time spent on paperwork
- enhanced productivity for service engineers

Partners

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The customers also benefit from the solution. "We use the latest technology which signals to our customers that we are a forerunner in our industry" says Lone Bech and continues "We have actually had very positive feedback from our customers".

"Employees working in the administration can quickly get an overview of our field force and all the orders. We can give the customers accurate answers about when the order will start and other relevant information. That has really improved the quality of our services" Lone says.

Moreover it means that the administration can send out invoices faster because time- and material usage is registered online with fewer errors. "This has had a huge impact on our cash flow" she says and continues "also drawing up a balance sheet has become much easier due, to the electronic registration. When you summarize these benefits, the WPA solution is a great investment".

Borrowed Hardware for the Test Phase

SIF Gruppen started a 3 months test phase. The test team consisted of a Senior service engineer and 4 service engineers. After testing the system, SIF Gruppen decided to expand the solution to all of its field force. There were only minor issues during the transitional phase, but that is to be expected.

"WPA has been very responsive to our needs and wishes. We were able to have a hand at the final solution. We were also very satisfied with the fact, that we were able to borrow hardware during the test phase. It helped us to make more informed decision regarding PDA's and hardware" Lone says.

It was the Danish mobile phone operator, TDC Mobil along with hardware supplier Ingram Micro Symtech that provided PDAs and other hardware in the test phase. "TDC and Ingram were very helpful answering out questions and accommodating our needs" Lone explains.

As result of the test phase SIF Gruppen decided on the Symbol MC70.

"They are very dependable and ruggedized. They cost more than a regular PDA but they are capable of withstanding the rough conditions in the field. In the test phase we concluded how crucial this was" Lone says.

"Of course, the shift to PDA's gave us some worries at the start but today nobody wants to switch back to pen and paper".

Kim Nielsen, Service Ingenieur,
SIF Gruppen

Details

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Software
WPA Plan og WPA Klient (PDA)

Hardware
SYMBOL MC70

Start
Oktober 2006

ERP-system
NAVI-EL

ERP-supplier
EDB Gruppen

Mobile Phone Operator
TDC Mobil

Users
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