

Customer Case Study:



With its global reach and its widely diverse operating environments, ASSA ABLOY faces unique challenges, FMP360 is the solution that ties it all together.



Enabling Thousands of Field Service Technicians and Back Office Staff to Increase Productivity, Profitability and Customer Satisfaction

THE ORGANIZATION

ASSA ABLOY Entrance Systems, a division within ASSA ABLOY and the global leader in access solutions, offers a comprehensive range of automatic entrance products and services, allowing you to rely on one supplier for all your entrance automation needs. Their services include support and advice throughout the entire building process as well as maintenance and modernization to keep your business running smoothly.

The company's entire field service operation relies on the Gomocha FMP360 solution to ensure that its service operation, which generates one-third of ASSA ABLOY's revenue, can continue to operate efficiently and profitably. The company found in Gomocha a true operational, tactical and strategic partner. And in FMP360, ASSA ABLOY found a future-proof solution that is easy to reconfigure, allowing the company to continually improve its operations and maintain its competitive advantage.

THE CHALLENGES

ASSA ABLOY is a global conglomerate consisting of several diverse companies which operate, for the most part, independently – primarily to capitalize on their existing reputations and brand identities within niche markets or in the geographic regions they serve. However with the organization's diverse operations and varying needs, all part of one umbrella organization, posed a number of challenges, including:

- Having a single Field Service Management solution in place connected to several primary ERP systems to ensure standardized operation
- Plan and dispatch the large volume of engineers (2.500+) and work orders more efficiently

- Serving several different types of markets (such as Retail, Distribution & Logistics, Manufacturing, Healthcare, Transportation) requires that a variety of processes must be standardized and optimized
- The complete process of the service organization must be implemented efficiently and optimally as possible, creating a 'one-way-of-working'
- With a large number of assets at every single customer location (imagine all doors in an office building or mall, for example), identifying assets can be quite complex

The company turned to Gomocha for a solution to move essential Field Service functionalities from their ERP systems to Gomocha's Field Service Management solution to strive for a uniform way of working and gain more efficiency, and by doing that ensure that regardless of the product or service being delivered – and regardless of the type of customer or the country in which it is delivered – the customer service experience is always the same: always second to none.

THE SOLUTION

For more than a dozen years, Gomocha has worked – and still works – with ASSA ABLOY employees at every level – side-by-side with field technicians, in the back office with planners, with Service and IT department directors and executives – to create a standardized field service management solution that's extremely flexible and fully future-proof so it will evolve with the company. Today, ASSA ABLOY is thriving with FMP360:



THE BENEFITS

- Workflows are standardized, regardless of the country in which the solution is implemented
- Managing their subcontractors using different contracts and rates and include them within the workforce
- Field Quote functionality to enable field technicians to create quotes and sales opportunities
- Asset data management to register all necessary data including location (GPS position) and images at the customer site
- Using advanced questionnaire forms directed by business logic to capture asset data for reporting purposes
- Translation functionality means the solution can shift between different languages
- Specific terminology that is unique to door-opening and access systems can easily be integrated into workflows and processes
- Configuration tools allow ASSA ABLOY to easily change templates, functionality and mobile processes to fit country- or customer-specific requirements (such as GPS-tracking legislation and user-rights regulations)
- Order planning takes into account complex “asset scenarios” (such as all doors, locks, and other access-control systems in an airport or a hospital), to ensure technicians work on the right asset

With the FMP360 solution, ASSA ABLOY enjoys “standardization with built-in flexibility” so that subsidiaries with unique needs can optimize their own processes while still adhering to the overall operating strictures of the parent organization.

ASSA ABLOY

“We’re more efficient with FMP360. With the mobile workflow we were able to transform to a complete paperless process and save precious seconds in the reporting per work order. With a workforce of 2.500 users each completing an average of 4-8 work orders per day this has impacted our efficiency substantially.”

Part of the appeal of FMP360 is that standardized workflows ensure that data can be gathered, analyzed and shared in a similar fashion across different subsidiaries and in different countries. Also appealing, is the state-of-the-art platform that allows ASSA ABLOY to incorporate other systems and applications (such as a customized safety app to report emergencies) on an as-needed basis. Additionally:

- Number of visits per day improved by 20% due to better insight of collected data and the use of scheduling functionality
- Streamlined the processes of planning and execution of projects with multiple field technicians at large customer sites
- Increase customer awareness of asset condition by providing asset condition reports, resulted in customers proactively requesting to improve the condition of assets
- Efficiency in asset identification helps reduce errors and ensures safety and security of the public and employees at customer locations
- Streamlined materials and time registration, problem cause/solution identification and order dispatching increases productivity
- With every ASSA ABLOY product or service delivered, regardless of the country’s customers (e.g. Global Key Accounts) in which they operate in – the customer service experience is always the same, always exemplary

Working on a shoulder-to-shoulder basis with Gomocha, on every level within both organizations, first allowed ASSA ABLOY to successfully transition from a paper-based field operation to an efficient mobile-only system. Today, this approach allows ASSA ABLOY to test innovations in the field and in the back office, and shift its business model as operating environments change. Executives of both companies meet regularly to align their vision and set short-term and long-term goals to ensure ASSA ABLOY’s continued success with FMP360.