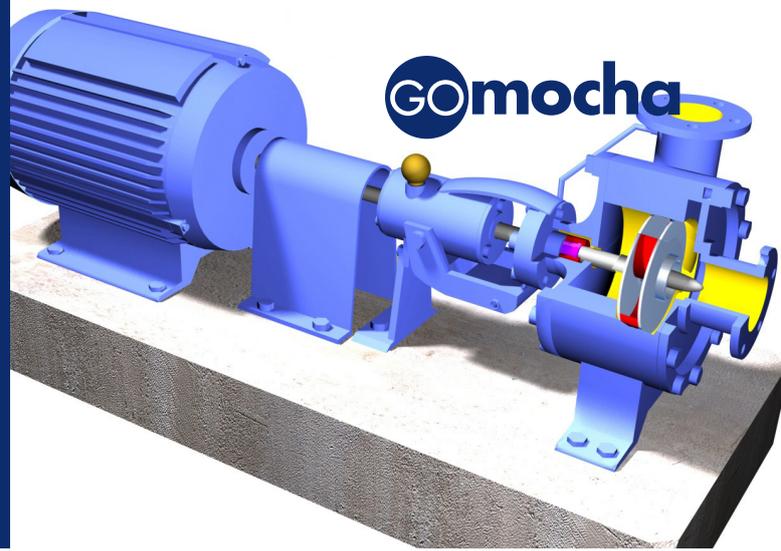


# Customer Case Study:

Your partner in excellence, providing technical products and services for a worry-free operation.



## AT A GLANCE

### ORGANIZATION

Operating throughout the Netherlands and Belgium, Geveke installs and maintains highly technical industrial pumps and compressors at oil and gas production sites, chemical manufacturing plants, and healthcare facilities.

### CHALLENGES

- Geveke handles **32,000 orders annually** – often in time-sensitive and mission-critical situations – to ensure that customers' equipment is always up and running.
- The company's existing field service solution was **outdated**; specialized hardware and mobile devices were failing and replacement devices were unavailable.
- Geveke sought a new solution that could handle multiple languages, integrate seamlessly into its ERP system, work without an internet connection, and support collaboration between engineers working on the same job.

### SOLUTION

FMP360's flexibility enables Geveke to **support 17 different types of assets using 76 different question lists, and easily accommodates multiple languages.**

### BENEFITS

- The ability to quickly add and modify question lists has **enhanced the productivity of teams in the field.**
- **FMP360 streamlines all daily activities**, including call intake and order planning; monitoring and analysis of equipment and engineer performance; and efficient registration of time spent and materials used.
- **Device-independent software** enables engineers to use familiar devices on multiple operating systems, helping eliminate anxiety about using a new solution.
- **Mobile client processes can be configured and reconfigured quickly and easily**, ensuring a future-proof solution that will adapt to Geveke's changing needs

## KEEPING INDUSTRY RUNNING WITH HELP FROM FMP360

### THE ORGANIZATION

Headquartered in Amsterdam, the Netherlands, Geveke plays an integral role in specifying, sourcing, installing, and maintaining highly technical, industrial and capital equipment – such as pumps and compressors – on behalf of customers involved in oil and gas production and distribution, chemical manufacturing, and healthcare.

- Customers rely on Geveke to provide not only tailor-made equipment to suit their specific needs, but also to provide maintenance and emergency repair service,

thereby ensuring a continuous and optimal operation of production processes.

- Field engineers are responsible for handling 32,000 orders annually – often in time-sensitive and mission-critical situations.

Geveke “keeps industry running” safely and securely by expertly specifying, sourcing, delivering, and installing equipment, parts and supplies – and by providing top-quality maintenance and repair, assuring that customers are always in up-and-running mode.

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## THE CHALLENGES

Operating throughout the Netherlands and Belgium, Geveke had an outdated solution comprised of specialized hardware and mobile devices, and as the units aged they became slow, unreliable and difficult to support in the field. Additionally:

- Replacement devices were unavailable, so it was imperative to find a new solution.
- Not only the mobile app but also the digital worksheet which is sent to customers needed to be in the customer's own language.
- Geveke needed a solution that would integrate seamlessly with its existing ERP, to eliminate the need to invest in upgrades or adjustments to their ERP system.
- Because engineers work in industrial areas and off-shore, it is imperative that the solution supports offline registrations.

The company sought a solution that would not only support field engineers during their work, letting them register time and materials, but one that would also support collaboration between engineers working on the same job.

## THE SOLUTION

Geveke views platform flexibility as one of the most important characteristics of FMP360, because it enables the company to create and change question lists which can be pushed directly to end-users in the field at any time. To support 17 different types of assets, Geveke uses no fewer than 76 different question lists! FMP360 also effortlessly accommodates multiple languages to support operations in the Netherlands and Belgium.

Altogether, FMP360 streamlines the following activities:

- Installation of equipment and parts.
- Equipment monitoring and analysis of the performance of equipment and engineers.

- Time and materials used on service and repair jobs.
- Tracking of nonbillable time (such as travel time during off hours).
- Issuance of stand-by duty orders.

Geveke's customers need assurance that they have 24/7 access to engineers in the event of equipment failure or other emergencies. With FMP360, Geveke provides that assurance.

## THE BENEFITS

The company's excellent, collaborative partnership with Gomocha and the seamless implementation of FMP360 has produced the perfect solution. Primary benefits realized from FMP360 include:

- Call intake and order planning are now streamlined and highly accurate processes, helping boost productivity and increasing customer satisfaction.
- Device-independent software enables engineers to use a variety of familiar devices and operating systems (Android, Microsoft, iOS).
- Work orders can be completed simply and efficiently, and time and materials can be registered regardless of whether an internet connection is available – reducing errors and shortening the invoice-to-payment cycle.
- Mobile client processes are highly flexible and can be easily configured and reconfigured.
- The ability to quickly add and modify question lists has enhanced productivity of teams in the field.

With FMP360, Geveke performs all of its current processes with speed and accuracy, giving executives and managers confidence that the platform's built-in flexibility will be able to handle whatever future changes the company will undergo.



**“FMP360 PLAYS A VITAL ROLE IN OUR PARTNERSHIP WITH CUSTOMERS. WE’RE MORE EFFICIENT IN THE FIELD, AND THAT TRANSLATES INTO CONFIDENCE THAT WE’VE EARNED THE TRUST CUSTOMERS PUT IN US.”**