

# Customer Case Study:

Providing solutions.  
Guaranteeing results.



## AT A GLANCE

### ORGANIZATION

Arodo designs, delivers and services tailor-made packaging machines. The company also designs and produces its own filling and packaging equipment and supplies.

From its bases of operation in the Netherlands, Germany, France, England, Denmark and Poland, Arodo provides products and services to its worldwide customer base.

### CHALLENGES

- For more than 25 years, Arodo has offered cutting-edge products and services, but its field service and back office teams were held back by **manual, paper-based processes**.
- Arodo's traditional mobile and back office processes were time-consuming, inefficient and error-prone, which **hampered innovation and negatively affected customer satisfaction**.

### SOLUTION

FMP360's digital workflow lets technicians register their work in the field, which helps managers better analyze processes and make sound data-driven decisions.

- The **mobile app** runs on consumer devices and on all operating systems, with or without internet connectivity.
- A **digital-scan feature** lets technicians check inventory and register materials faster than ever.

### BENEFITS

- Streamlined field operations have resulted in **increased productivity** of planners in the back office as well as technicians in the field.
- Fewer errors and less down time of machines result in **high customer satisfaction** and better retention rates.
- Multiple engineers on one site can **collaborate seamlessly**, with each having access to all the relevant data they need pertaining to their specific tasks.

## IMPROVING PRODUCTIVITY AND EXCEEDING CUSTOMER EXPECTATIONS with FMP360

### THE ORGANIZATION

Arodo expertly designs, delivers and services tailor-made packaging machines. It also produces its own complete lines of filling and packaging equipment, products and bags.

For more than 25 years, this market leader and international player in the packaging machinery industry has distinguished itself by its intense focus and investment in R&D and innovation.

Arodo employs a team of more than 100 specialists to ensure that the company maintains its position as market leader in the field of custom-made filling lines and packaging machines. The company has field service operations in the Netherlands, Germany, France, England, Denmark and Poland to service its worldwide customer base.

*continued >>*

## THE CHALLENGES

The lifetime of a machine begins with installation and continues with routine inspection, maintenance and repair. Arodo's responsibility is to provide quick and thorough attention to detail at every stage in the lifetime of its customers' equipment. Before migrating to Gomocha FMP360, Arodo's field service operations were primarily paper-based, manual systems. This was a very time-consuming, inefficient system that was prone to errors.

- **Registering materials** was prone to errors as a result of technicians' bad handwriting and their manual transfer of data in the systems.
- **Routing and scheduling** were frustrating because there was no available overview of the planning and work-order process.
- **Invoicing** was very time-consuming because of all the manual actions that had to be carried out for each invoice, leading to delays in sending invoices and receiving payment.
- In addition to the foregoing challenges, the company found it was extremely difficult to **collect direct, immediate feedback from the field** – which is an integral part of customer service initiatives.

Arodo needed to modernize and optimize its complete field service processes to ensure that at every step of its service-delivery process, technicians had at their fingertips all the information they would need to provide top-quality service.

## THE SOLUTION

By creating a digital workflow to guide technicians through the process of registering information in the field, Arodo has improved the amount and quality of data gathered, enabling management to better analyze their business processes and make data-inspired decisions. Digital workflows also resulted in fewer manual actions that had to be taken in the office after technicians completed their work in the field. Solution characteristics include:

- The mobile app runs on consumer devices (smartphones, tablets and laptops) and on all operating systems (iOS, Android, Windows) – with or without an internet connection.

- A digital-scan system allows technicians to check inventory and register materials at a much faster pace.
- Workflows can show technicians all the relevant information they need in the field and help them register all the information that's necessary for further handling in the back office.

Additionally, the FMP360 solution allows multiple engineers on one site to collaborate seamlessly, with each having access to all the relevant information they need and each able to automatically register the hours spent on the job.

## THE BENEFITS

Using FMP360 optimized Arodo's work processes, but the company also wanted to upgrade technicians' mobile devices. Because FMP360 runs on all different mobile operating systems, Arodo had the freedom to find devices that are fit for the job, without being limited to a particular set of devices. Of special note is the ability to integrate a hardware barcode scanner into FMP360, which makes the work of the technicians even easier.

- Streamlined material and time registration, problem cause/solution identification and order dispatching increases productivity of both the planners and technicians.
- Fewer errors in administration and less down time of machines result in higher customer satisfaction and better rates of customer retention.
- Technicians using the mobile app can easily register, in real time, the number of hours they spend on a job, eliminating unnecessary paperwork.
- Customers have instant access to service reports summarizing, in their own language, the work performed.

With FMP360, Arodo knows that its service teams are well-equipped and available around the clock, and it can confidently guarantee the work performed by technicians. Best of all, FMP360 helps ensure high customer satisfaction ratings.



**“IN FMP360, WE HAVE A FLEXIBLE, SCALABLE SOLUTION THAT INTEGRATES ALL INNOVATIONS AND PROCESS IMPROVEMENTS THAT WE CONTINUE TO INTRODUCE AT ALL LEVELS OF THE COMPANY.”**