



# Customer Case Study:

## Optimal Performance of Refrigeration and Foodservice Equipment

### TAILOR-MADE SERVICE TO ENSURE REGULATORY COMPLIANCE

#### THE ORGANIZATION

Located in Moordrecht, the Netherlands, Frimex Service is a leading provider of preventive and corrective maintenance on a wide variety of equipment used by retail and commercial foodservice operations and other hospitality organizations.

- The primary equipment Frimex services include electrical engineering systems, refrigerators and freezers, food and beverage dispensing and serving equipment, and other large kitchen equipment.
- Approximately 110 field technicians and back-office staff ensure more than 8,000 Frimex customers that their equipment is energy-efficient, that it maintains the right temperature, and that it is environmentally safe and secure.

Frimex engineers are trained and certified in accordance with European F-gas regulations, and they adhere to all requirements related to NEN3140 legislation. Frimex customers can rest assured that their equipment is well-maintained and that they are always in compliance with all legal and safety standards.

#### THE CHALLENGES

For many years, Frimex Service used a manual, paper-based solution, which often caused delays and errors in the field as well as in the back office. This inefficient system resulted in lost productivity, customer dissatisfaction and prolonged invoice-to-payment cycles, so in the early 2000s, Frimex migrated to a Gomocha digital platform (a precursor to FMP360) to support their management and planning processes.

- Using Gomocha's digital solution in the early 2000s, Frimex Service segued from an operation with manual processes and a slow, error-prone pace, to a fast-paced digital operation that was highly efficient, allowing Frimex to grow and innovate.
- The digital platform – running on Windows mobile devices – included a web-based dispatch module.
- Mobile devices connected to Frimex's ERP back-office application planned and scheduled work orders, registered time and materials, and sent invoices.
- By 2014, however, the Windows mobile devices began experiencing technical issues, and replacements were unavailable.
- Frimex issued an RFP for a new digital solution, and after reviewing Gomocha's response to the RFP, selected FMP360 as its next field mobility platform.

The migration to FMP360 was spurred primarily by the unavailability of replacements for the Windows 3.5 mobile devices. Additionally, Frimex's need for a new solution was influenced by the growing complexity of legal obligations in the area of environment, safety and hygiene. In particular, legal regulations related to chemical and natural refrigerants were critically important for Frimex to manage on behalf of its customers.

#### THE SOLUTION

Because the two companies had previously established a successful working relationship – and also because Gomocha has many customers in the refrigeration and foodservice industries – Frimex was confident that FMP360 was the right solution to help it serve current and future customers.

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Of particular importance to Frimex was the platform's ability to be easily customized to register all the complex activities related to F-gases and other refrigerants, which assured Frimex it could keep its promise to customers that they would always be in compliance with the many hazardous materials regulations in place.

- Frimex Service uses Microsoft Dynamics AX in the back office to begin the service order process. Next, advanced scheduling algorithms set a service date and assign a field engineer. From there, service orders are automatically interfaced to FMP360.
- Engineers in the field who perform preventive and corrective maintenance use the FMP360 App to streamline the registration of all customer and asset data and materials used. They are also able to order parts and equipment and log returns.
- Timesheets are automatically prepared once work is completed, and digital forms – customized with conditions and form logic – are then filled in. For example, when refrigeration service is performed, all required and applicable fields related to F-gas regulation and leak detection can be registered.

As a long-term partner, Frimex and Gomocha again worked collaboratively to successfully launch the customized, extremely flexible and future-proof solution.



*“After working collaboratively with Gomocha during two implementations, it is evident that they are always working to improve business processes and interested in helping increase business value, honing technical skills, and gaining insight into KPIs.”*

## THE BENEFITS

After implementing FMP360, Frimex Service field technicians and back office staff alike are highly competent in the processes they handle, more productive throughout their work day, and less likely to make errors or cause delays. The benefits of this increased productivity flow through the entire organization and include the following:

- The FMP360 Mobile App works on a variety of devices, enabling field engineers to use their own devices, which speeds the FMP360 onboarding process.
- The advanced Forms Designer tool enables Frimex Service to **create and share a variety of registration forms** that customers request (such as maintenance reports, leak-detection reports, and the like), satisfying their need for documentation of activities.
- Energy savings and **assured compliance with environmental regulations** and workplace safety-and-hygiene standards ensures high customer-satisfaction rates.
- Frimex's internal IoT monitoring of cooling installations ensures up-to-the-minute status reports, helping predict the need for corrective maintenance. When equipment doesn't work properly, service calls are created, which FMP360 handles automatically and which dramatically **reduces equipment downtime**.
- Dynamic Workflow Design tools give Frimex the ability to **create and change their workflows** and, as a result, optimize all business processes.
- The new platform includes new and more **detailed business-analytics capabilities**, allowing deeper insight into workforce planning initiatives.