

Customer Case Study:

Best-in-Class Commercial Kitchens Since 1965



TECHNICIANS ARE FAST AND EVER-READY WITH THE FMP360 APP

THE ORGANIZATION

Hakvoort Professional is a full-service provider in the catering and foodservice industry. The company sells and rents a wide variety of high-end, high-capacity cooking ranges and fryers; refrigerators and freezers; dishwashers; and other food-preparation and food-serving equipment, from leading manufacturers as well as from its own manufacturing facilities. Hakvoort also installs, maintains and repairs the equipment and furniture it sells.

- Headquartered in the Netherlands, Hakvoort serves hundreds of customers in Western Europe and also has customers in Eastern Europe, Asia and the Middle East.
- Hakvoort Professional focuses on quality and service and is always aware of the latest developments within the hospitality industry.

Hakvoort's 40 technicians are on call 24/7 not only to ensure that equipment and furniture of all types are properly installed, maintained and monitored – but also to ensure safe handling of refrigerant fluids and proper registration of F-Gases.

THE CHALLENGES

Hakvoort had been using a paper-based process to support and register its work in the field, which was time-consuming and prone to errors. Among the many challenges they faced when using their old systems and processes:

- A wide variety of reports were created manually: the materials used, the amount of time spent on the job, maintenance checklist reports, and logs that recorded F-Gas activities.

- Completed work orders had to be manually entered into the back-office ERP (Magic Software) so that weekly statements and invoices could be sent.
- Heavy backlogs in processing the paperwork often occurred, which unnecessarily extended the time between completing the job and sending the invoice.
- It was impossible to have frequent and thorough overview of work in the field (in real time), which hampered Hakvoort's ability to react quickly to unforeseen circumstances.
- Major recordkeeping requirements for stationary refrigeration was burdensome.

THE SOLUTION

Hakvoort chose FMP360 because the digital platform has been successfully implemented in many foodservice operations that are heavily reliant on energy-efficient cooling equipment. Gomocho FMP360's experience in the refrigeration and cooling industry was especially important, because many types of cooling equipment that Hakvoort sells and services contain F-Gases, the use and handling of which must be properly registered. FMP360 streamlines the process and ensures that Hakvoort's customers are always in full compliance with the many regulatory and legislative standards in place.

- Technicians have access to real-time work order information, equipment, and customer history with the FMP360 App, and work orders are automatically formatted in the relevant language.
- All field service processes (installation, maintenance, material registration, work hours registration and timesheet) are configured in the App as well as digital forms for checklists, surveys, inspections.

continued >>



- Information retrieved with the mobile solution enables Hakvoort to generate critical service reports (e.g., materials usage, hours worked, and F-Gas activities logs).
- Hospitality industry customers are not typical nine-to-five workplaces, and neither is Hakvoort's operation. Rather, technicians are on call to deal with technical malfunctions that can occur at all hours. With the FMP360 App, ad-hoc work orders can be created, giving technicians all the information they need to solve problems and all the functionality they need to register their job-related activities.
- Pricing information can be retrieved from the back-office ERP by technicians in the field via the mobile app, enabling them to put together a final price on location.

In addition to FMP360's many features, its ease of use, and the efficiencies made possible by its implementation, Hakvoort executives and managers appreciated Gomocha's proactive, partner-based, collaborative approach when working together.

THE BENEFITS

Hakvoort now expertly uses FMP360 to support back-office staff and field technicians in the planning and delivery of preventive and corrective maintenance, and for guiding its project department team as they handle all aspects of transporting, placing, and conditioning equipment for use.

Every employee using FMP360 is more productive, and the company is well-poised for growth and change as a result of these benefits:

- Because the FMP360 App is easy to use and helps technicians do their jobs better and faster and with fewer errors, the back-office staff quickly accesses complete and accurate information about activities in the field – shortening invoicing-to-payment cycles, improving cash flow, and boosting operating margins.
- Direct feedback of operational data and billing data to the back office allows Hakvoort to share information with customers in real time, which increases customer satisfaction.
- Accurate Logbook for F-Gas installations ensures that Hakvoort and its customers are always in compliance with legislation.
- The platform allows Hakvoort to easily maintain control over stock of refrigerants and other materials used.
- FMP360's Designer tools allow Hakvoort to react quickly to changing market conditions, because staff can adjust mobile processes themselves, with no need for outside help.

“The best part about FMP360 is that we were really involved alongside the Gomocha team in the business process discussion and the implementation. Because of our combined efforts, the new digital system is a really good fit in our organization.”



HAKVOORT
PROFESSIONAL