Customer Case Study:

Koelweb knows that only one thing matters when customers need service: speed.

GOmocha

ENSURING OPTIMAL COOLING EQUIPMENT

THE ORGANIZATION

Whether people visit the salad bar in their company's café or order a bottle of champagne in a hotel, they want it served cold and fresh. Koelweb's top-notch refrigeration solutions and services deliver peace of mind to customers for whom food and beverage quality and safety are of the utmost importance.

- Koelweb serves customers in a variety of safety-sensitive environments, including healthcare and retirement facilities, school cafeterias, catering operations and office building cafés.
- In addition to installing and maintaining refrigeration and cooling equipment, Koelweb engineers also ensure that customers are compliant with regulations and standards associated with the use and proper registration of F-gases and other refrigerants.

The company's field engineers, planners and call-intake specialists ensure that customers' equipment is up and running 24/7 – always ready to serve fresh foods and cold beverages to tens of thousands of their customers every day.

THE CHALLENGES

Koelweb had relied on a work order app that digitized its paper forms, but as the company grew and its field service processes became more complex, it became apparent that it was time to upgrade to a solution that could change and grow along with the company.

- Prior to implementing FMP360, call-intake specialists and planners worked in a planning portal, and field engineers worked with an app with limited functionality.

- The old solution supported only administrative functions for creating work orders, and field engineers were required to know everything about the procedures to be performed.
- The existing system was problematic because inconsistent information was often entered by different field engineers, the result of varying levels of understanding of processes.

The standardization of processes and workflows to assist field engineers was especially important because Koelweb and its customers need to comply with regulations and standards related to the proper use and disposal of refrigerants.

THE SOLUTION

FMP360 interfaces with Koelweb's existing ERP (ExactOnline), and the FMP360 App supports multiple operating systems, which is critical because Koelweb wanted its engineers in the field to be able to use the handheld devices that they are already familiar with.

In addition, Koelweb required a solution in the cloud to minimize IT costs on-premise (i.e., no system administrator is needed). Koelweb uses FMP360 solution in the following ways:

- Planners create detailed work orders for equipment installation, preventive maintenance and corrective service.
- Work orders can also be created in the field by engineers using their mobile app, which is important because the 24/7 nature of Koelweb's business means that urgent situations can arise when planners are not in the office to create work orders.

- The FMP360 App supports digital forms for checklists, surveys and inspections, enabling engineers to carry out and properly register their work.
- With FMP360, the workflow can be designed based on business rules, meaning that field engineers are guided to enter the correct data and do their work according to the correct procedures.
- The FMP360 App is highly configurable so it can support engineers' mobile processes now and in the future.
- The proven online and offline functionality makes FMP360 robust and "always ready."

FMP360 was selected not only for the ways in which it helps Koelweb conduct current business processes, but also because it will be easy to expand it so it can handle warehousing and other future activities that will be required as Koelweb grows and responds to changing market conditions.

THE BENEFITS

With FMP360, field engineers and back-office staff are confident and competent in handling their workload and in responding to customers in real time about job status, regulatory compliance and other pertinent information. Not only do fewer errors and delays occur as a result of confusion or incomplete work orders, now Koelweb also has much better insight into the planning and daily operations of its business.

Furthermore:

- Koelweb can respond quickly to changes in the market by adjusting its mobile processes in-house using the FMP360 Designer tools.
- Sharing real-time information with customers has resulted in higher customer satisfaction.
- Guaranteeing that stock levels are always up to date is possible because of an accurate and real-time registration process for usage and ordering of material.
- Increased first time-fixe rates have occurred because engineers are assured of servicing the correct asset at the customer using asset-validation functionality.
- Koelweb can assure customers that they are in full compliance with regulations and standards related to F-gases and other refrigerants.

In addition, as the first FMP360 user to integrate with Exact Online, Koelweb participated in designing the ExactOnline interface. This gave Koelweb the opportunity to re-think and re-design its own way of working. And with FMP360, Koelweb is assured that it has a future-ready solution that can be reconfigured as it responds to shifting market demands and capitalizes on opportunities to grow and expand its operations.

"From the beginning and throughout the implementation, we were really involved in the project. We used a shoulder-to-shoulder approach that made us feel like we were actually a part of the Gomocha team."