

Customer Case Study:

Clever technology is an essential element in Strukton's formula for success.



AT A GLANCE

ORGANIZATION

Strukton Workspere designs, constructs, manages and maintains healthcare, residential and industrial buildings and building systems, using a crew of 600 field technicians.

CHALLENGES

- The company needed to digitize its field service to maintain its **leadership position** and help it prepare for **future expansion**.
- Its existing systems and processes were **time-consuming and error-prone**, which often resulted in frustration in the field, **dissatisfied customers**, and **delays in the invoicing cycle**.

SOLUTION

Turning to Gomocha, the companies took a shoulder-to-shoulder approach to configure, implement and custom-fit the FMP360 solution to Strukton's current back office environment, while keeping in mind its future needs.

BENEFITS

With FMP360, Strukton has a **tool that streamlines all of its current workflows and processes and a mobile app that field technicians use to register time and materials**.

- FMP360's mobile app is easy to use and easy to explain.
- Digital checklists, surveys and other forms are more precise.
- Design tools enable managers to make changes themselves.
- Time and materials registration enables technicians to place orders with suppliers and see real-time stock availability.
- GPS-based maps give exact status of technicians and jobs.
- Proven online/offline functionality ensures that work is completed on time, every time (satisfying more customers).
- FMP360 plays a critical role in helping Strukton accomplish its mission: To Deliver Clever Technology for Modern Life.

FLEXIBLE MOBILE TECHNOLOGY THAT EVOLVES WITH THE COMPANY

THE ORGANIZATION

Strukton Workspere is the leader in the design, construction, management and maintenance of healthcare, residential and industrial buildings in the Netherlands. The company also installs and maintains technical systems within buildings – including climate control, communications, security, lighting, access control and energy management systems – and provides related consulting services.

With a field service crew consisting of nearly 600 mobile technicians, Strukton Workspere provides secure, sustainable and healthy environments in which people can securely and comfortably work, live, and receive care.

continued >>

THE CHALLENGES

As competitors and customers moved toward digital information flows – and as Strukton Worksphere expanded to ensure it maintained its leadership position – the company looked for a solution that would replace its existing systems and processes, the limitations of which included the following:

- Dispatching technicians using manual processes was time-consuming and inefficient.
- The errors and miscommunication that sometimes occurred when manually planning and monitoring work often resulted in frustrated employees and dissatisfied customers.
- Time and materials registration was unduly complex and error-prone, which meant frequent delays in sending invoices and receiving payment for work completed.

The company recognized in Gomocha the perfect partner to design and implement a digital solution that would streamline its processes, reduce errors, increase productivity and improve customer satisfaction.

THE SOLUTION

A highly experienced Gomocha team was assigned to work on a shoulder-to-shoulder basis with Strukton Worksphere to configure, implement and custom-fit the FMP360 solution to its current back office environment, while keeping in mind its future needs.

- Configurability of the FMP360 App to support their mobile processes now and in the future.
- Terminology that is unique to Strukton Worksphere can be built into workflows and processes.
- All forms are digitized, including checklists, surveys, inspections, material registrations and customer feedback forms.
- Design tools (such as Questionnaire Designer and Workflow Designer) help Strukton Worksphere managers make changes themselves when mobile processes need to be updated.
- The easy-to-use, easy-to-explain FMP360 app was introduced and well-received by field workers.

- Materials can be registered by field technicians through easy connections with web services.
- The precise locations of work orders and field technicians can be identified via GPS-based maps.

With the FMP360 solution, Strukton Worksphere has a tool that streamlines all its current workflows and processes and a mobile app that field technicians can use to register time and materials. But it's not just about the tool; it's about the strong, symbiotic relationship with Gomocha that informs and enlivens the business process discussions that guide Strukton Worksphere as it expands and improves.

THE BENEFITS

The shoulder-to-shoulder way in which Gomocha and Strukton Worksphere collaborate ensures that FMP360 fits perfectly into Strukton Worksphere's current environment and also accommodates the company's future growth and change. Additional benefits include:

- Confidence that field technicians "get it right the first time" by knowing that they are servicing the correct asset at the customer's location, using the asset-validation functionality.
- Laser-sharp insight into planning and daily operational activities, which ensures that small adjustments to processes result in increased productivity.
- Direct feedback from the field to the back office allows technicians to share information with customers in real time, increasing customer engagement and satisfaction.
- Accuracy in time and materials registration ensures prompt invoicing.
- Materials registration in the field – using web services – enables technicians to directly order materials from suppliers and see real-time levels of stock available in warehouses.
- Robust and proven online and offline functionality ensures work is performed on time, every time.

The company's field service and back office now have a platform and app that are always on and always available, enabling the company to share relevant data internally as well as with customers and partners. FMP360 is an integral part of Strukton Worksphere's mission: DELIVERING CLEVER TECHNOLOGY FOR MODERN LIFE.



Strukton
Worksphere

"We're confident about gomocha and FMP360 now and in the future, because we're invited to participate in scrum meetings, where we give input about the designs and functionality that we may want in the future, and we can see demonstrations of the functionalities as they are developed."