

Intimus Dramatically Improves Operational Efficiency – In The Office And In The Field



“Implementing NetSuite and FieldAware gives us the ability to provide better service to our customers than what the competition can offer today.”

Gunther Dehaes, General Manager, Intimus

Company at a Glance:

Intimus International

Location:

European Multi-National

URL:

<http://www.intimusinternational.com/>

Partner Name:

FieldAware

Location:

Plano, Texas, USA



Contact Us:

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Company

Intimus International, wholly owned by PHI Industrial Acquisitions, is a German company with operations headquartered in Markdorf. Intimus is a leader in the Information Security, Information Management and Cash Management Systems industries, offering products that include everything from industrial paper shredders to high security and large capacity data destruction machines, franking and inserting machines, and cash management machines and safes.

Challenge

Intimus needed consistent accounting practices and the ability to consolidate accounts across multiple countries; it also needed to more efficiently coordinate and communicate with the field, and to unite and streamline the acquisition and processing of data from the field.

Solution

NetSuite brought conformity to accounting and enterprise resource planning across this multi-national organization; FieldAware optimized communications between dispatchers and field service engineers, and dramatically accelerated the invoicing process. Together, NetSuite OneWorld and FieldAware transformed the Field Service workflows in operations and accounting.

Results

NetSuite OneWorld enables Supply Chain analysis of parts usage, personnel efficiency, and uniform processes and workflows across multiple divisions in multiple countries. FieldAware saves 80 hours each week for the dispatch team, and reduced the time required to generate invoices from 1 day to less than 1 minute.

Intimus Streamlines Accounting Processes With NetSuite

“Intimus International wants to be the leading global supplier of security solutions for data management and cash management systems. We have over 11,000 customers in Benelux, and it is our mission to provide them with best-in-class service,” said Gunther Dehaes, General Manager, Intimus. The company offers service contracts to repair and maintain its product line. The profitability of these service contracts depends on how efficiently the company can meet its obligations. Following a merger and acquisition, there were a number of bottlenecks with the existing workflows.

Intimus offices in 8 countries had different processes and some were creating year-end summaries manually. “We needed a uniform approach to accounting,” said Eryln Grevelt, Supply Chain Manager at Intimus. “It was difficult to create a consolidated statement. We had a lot of business units running on different systems. We needed to streamline and simplify our operations, across multiple business units, in multiple countries. We realized NetSuite could offer all of that and it is now the platform that we run our business on.”

“FieldAware is a very simple app for engineers and at the same time, it gives me a huge array of complex information. When an IT solution can offer me that, I’m very pleased.”

Erlyn Grevelt, Supply Chain Manager, Intimus International

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As a cloud-based application, NetSuite OneWorld standardized Intimus accounting practices across borders, globally, in real time. NetSuite OneWorld brought conformity to their accounting and resource planning processes, for business units in multiple countries.

Intimus Transforms Field Service Communications With FieldAware

Next the company set out to streamline communication between headquarters and the field service technicians. “Our problem was the time it took to coordinate, communicate and process everything that happened in the field,” explained Grevelt.

Dispatchers were having lengthy phone conversations with technicians for every service request, explaining the location of the job, the type of equipment at the job site, and the nature of the work to be done. This took place 4 to 5 times a day per technician, with each call taking up to 10 minutes. With more than 30 engineers in the field, calls between engineers and dispatchers consumed more than 100 hours a week.

Then, as technicians completed service calls, they filled out a paper form documenting the time it took to perform the job and the parts that were used to complete the job. The engineers carried the paper forms back to the office, where they were keyed in to the incumbent ERP system. A separate team in accounting then reviewed all completed jobs to determine which ones could be invoiced. The entire process to bill a customer took a full day on average.

“We knew from the start that we would need to extend NetSuite for our service needs. NetSuite has a strong partner program and through that program we found FieldAware” said Grevelt. Now dispatchers enter details of each service order into NetSuite, which instantly transfers them to technicians’ tablets running FieldAware. Technicians contact the customer and schedule jobs themselves. The press of a button tracks the time it takes to drive to the customer site and the length of the service call. FieldAware automatically sends this data back to NetSuite for invoicing and management reporting.

Time Savings For All Stakeholders

The newly automated processes save considerable time for customers, dispatchers, engineers and back office staff alike. “The dispatch team saves more than 80 hours each week,” said Grevelt. “Previously, 8 people answered calls from customers and dispatched each of 30 engineers to 4 or 5 service calls a day, with each dispatch call taking 5 to 10 minutes. Now only 2 people are needed to answer calls from customers and enter the information into the system. Technicians no longer speak with dispatchers, and customer calls are often answered by a live person with no hold queue. These are huge changes from the way we previously operated.”

Engineers use FieldAware to schedule their own time based on customer location and availability. “With FieldAware we are more efficient now,” said Peter Gils, Service Manager, Intimus. “An engineer’s tablet has a complete list of the workflow he has to do, he can plan his own route without calling the office, we drive less miles which saves us money, and the customers are happy with the shorter response time.”

“The information contained in a field service transaction is complex” said Grevelt. “While the dispatchers work in the NetSuite environment they are comfortable in, the field engineer only needs to use FieldAware. The combination allows dispatchers and field engineers to speak the same language and talk to each other through two different systems.”

The Only Conversation That Matters: With The Customer

“We have reduced the time to invoice a job from 1 day to 1 minute,” said Grevelt. “Implementing NetSuite and FieldAware gives us the ability to provide better service to our customers than what the competition can offer today,” said Dehaes.

“In the past, we had to have multiple conversations to be able to service our customer,” said Grevelt. “Now we have a direct line of communication to the customer through the engineer in the field. We only have one conversation, and that’s the only conversation that matters, and that’s the one with the customer. And no further conversation is needed.”