

Study Case / Enterprise Mobility

BIG

How BIG Facility Services operates and implements with high efficiency

S&T service2go – the mobile solution for efficient cooperation between field service and the office

Bundesimmobiliengesellschaft (BIG) - Austria's largest service provider for public facilities in the areas of art and culture, schools, universities and government – set the objective to reduce running costs for over 120 field service workers. Significant cost drivers were thereby paper-based administration and sub-optimal further processing, wherefore BIG decided to introduce an electronic solution for coordination, planning and documentation of the service field staff.

AMIT (S&T AG) developed within a project for BIG an adjusted version of the software suite mobileFacilityService, a mobile application for customer service and field service staff in facility and asset management.

The task: A paperless organisation of the field service

In 2011, BIG decided to implement improvements in the process quality of field service actions, reduce overhead costs and prepare data collection for subsequent usage in the business analysis application. BIG was looking for an application that would provide its mobile employees with customised functions for planning, organisation and disposition. This includes amongst others:

- Advance planning of fixed service intervals for facilities
- Consideration of working hours, unpaid leave and vacation periods
- Barcode supported supervision of facilities and assets
- Quality assurance according to check lists for certain facilities
- Allocation of required tools, materials and other resources
- Capturing required customer signatures
- Sending e-mail notifications about rendered services
- A retrievable overview of all services on the web portal

Challenges

BIG wanted to tighten administrative processes in particular, in order to increase business growth and improve its competitiveness. The technological challenges were diverse: importing data from SAP and other sources, creating barcodes for over 50,000 assets and incorporating them into an administrative structure, automatic generation of performance certificates, automatic e-mail delivery of test reports, full offline functionality of mobile applications and creating customer portals for retrieval of relevant information. Further customer requirements were amongst others:



Bundesimmobiliengesellschaft m.b.H. (BIG) is Austria's largest service provider in the field of facility management for public facilities, art and culture, schools, universities and federal agencies. The company covers a lifecycle of a real-estate as an overall service provider for its own facilities as well as for externally-owned facilities; it has 850 employees.

„The S&T service2go - Mobile Enterprise Application Platform (MEAP) is a development environment that provides tools and middleware for the development, software deployment, management and operation of mobile applications. The S&T service2go also enables an easy and efficient data synchronisation between systems, such as ERP, CRM and mobile terminal devices.“

Harald H. Egerth, Amit CTO

1. A drastic reduction of paper consumption and paper work
2. Simplification and standardisation of planning and disposition, e.g. of required resources and materials
3. Permanent inventory for avoidance of bottlenecks
4. Automation of internal and external communication
5. A useful web portal for customers

The Project and the Solution: A suite of applications for all relevant business processes, interconnected with the existing IT

In order to meet the requirements of this customer, AMIT (S&T AG) implemented the "Service Dispatcher", a combination of a mobile service client and dispatcher application for usage in facility and asset management. This product can process all pending business processes, while at the same time representing a mobile application platform. In addition, amongst others, the following functions are supported:

1. Import from different data sources (SAP, files, database systems)
2. Export of data in automatically created customer evidence PDFs
3. Offline use
4. Permanent synchronisation with the backend system
5. Use of barcodes for identification of assets

Benefits

After the implementation of the solution, BIG benefitted from the following:

1. Optimised operational workflow
2. Improved customer satisfaction
3. Elimination of redundant processing procedures
4. Paperless process
5. Decreased number of failures
6. Fast access to information
7. Integration with other solutions
8. Process standardisation
9. Ensuring a legal status with complete documentation
10. Improved analysis options



About S&T AG

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As a well-known solution supplier, S&T AG's core business includes amongst other things the development, implementation and operation of customer-specific solutions as well as outsourcing, integration and consultation within the IT field. In addition, as a well-known IT manufacturer, S&T scores points with a broad portfolio of proprietary products, which range from PC and server hardware and mobile solutions to hardware and software based special systems, such as highly professional security appliances.

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