

## Study Case / Enterprise Mobility

# Hauser GmbH

## How Hauser simplified the deployment of field service engineers with mobile applications at optimal costs

### S&Tservice2go - The intelligent way to more efficient personnel deployment and lower administrative costs

The Austrian company Hauser Kühlung, a full-range supplier across Europe for industrial refrigeration technology experienced progressive problems with increasing costs for written documentation about service and installing procedures as well as with field service engineers' optimisable time management.

In order to reduce the related occurring costs, Hauser GmbH decided to improve its process quality sustainably and to create foundations for a business intelligence system. In order to achieve these objectives, the AMIT (S&T AG) experts developed the MobileWSM (Workforcemanagement) software package, which is based on the mobile platform "service2go".

### Problematic fields: Procedure and administrative costs

Hauser employs around 100 field service engineers, all of whom had to spend a considerable amount of their working hours on written documentation of material input, working hours and travel times, especially in order to meet accounting requirements. The related "paperwork" was considered as burdensome by the field service engineers and the office personnel; it decreased efficiency and caused high administrative costs. Thus, for Hauser GmbH there were several reasons at the same time to undertake improvements in basic processes.

In short, the administrative costs should be sustainably reduced and a foundation established for the implementation of a business intelligence system.

### Challenges

- Operational challenges: Ensure dedication and support from the company's IT department as well as from the customer service engineers
- Technological challenges: Interconnection with diverse backend systems; creating independent mobile applications capable of working online and offline
- Establishment of a company platform that supports subsequent progression in view of mobile applications
- Improvement in business process transparency
- Achievement of better controlling possibilities
- Significantly faster accounting services



Hauser GmbH, an Austrian company with around 540 employees, specialises in industrial refrigeration equipment and refrigeration technology for commercial and industrial use. With this product portfolio, Hauser is a European full-range supplier for refrigeration equipment, technology and maintenance services.

*„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*

## The Project and the Solution: Customised applications for paperless work

S&T AG developed for Hauser GmbH several applications at the same time. These applications are based on the application framework S&T service2go. An application was developed for the indoor service, covering the fields of order scheduling, data checking and data transfer to accounting services. Another application was developed for notebooks, enabling field service engineers to organise their actions as well as to manage the flow of materials. A special version of this application also enables the usage of smart phones.

### Benefits

After the implementation of S&T service2go, Hauser GmbH benefitted amongst others from the following:

- Massive productivity increases
- Improved customer satisfaction
- A decrease in redundant administrative tasks
- Faster access to important information
- Paperless work
- Improved, standardised and more efficient processes
- A base for advanced analysis tools

### Customer's estimation

*„Today, our service employees are seamlessly interconnected with our IT infrastructure. All accumulating data are digitally recorded at the place of action, transferred via UMTS and processed in-house. The field service staff gets in the company car in the morning and receives the latest action plan on their mobile terminal device – this way, they can drive immediately to the first customer, without having to come to the company headquarters at any time. We save precious working hours with these digitalised work processes. In addition, our office staff is sustainably unburdened and errors in handwritten transmission are prevented. All in all, the new workflows result in improved quality of our customer service!“*

Mag. Stadlbauer, CIO, Hauser GmbH



### About S&T AG

The publicly quoted company S&T AG (Security Code Number: A0X9EJ ISIN: AT0000A0E9W5) as a system house and manufacturer of IT systems is one of the leading IT solution providers in Central and Eastern Europe, with around 1,600 employees, branch offices in 19 Central and Eastern European countries and an extensive portfolio of proprietary technologies.

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.

Well-known customers in most diverse branches trust S&T's IT-solutions and professional services, respectively, in the fields of hardware and software, or consulting, integration and outsourcing. The strong regional presence of S&T AG enables an almost region-wide and cross-national service delivery for customers and partners with international orientation in Central and Eastern Europe.

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