

Case Study

# Inicom Service GmbH



Flexible and mobile – Inicom's improved service operation with SAP Business One and SAP Field Service Management



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## About Inicom

*Field service operations, repair services and equipment rental are part of the range of services offered at Inicom Service GmbH. Nationwide order processing, operational planning, the hotline and service field work are all coordinated at the company location in Ilmensee. Every year, around 55 service technicians must be coordinated for more than 42,000 orders. The company also offers equipment rental and receives around 10,000 rental orders and 8,000 equipment repair orders, especially for piping system pressure units, which are self-installed at the location.*

## Address

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## Initial Situation

As a service provider, Inicom Service GmbH covers service field work, equipment services, equipment rental and work shop services. For nationwide order processing and operational planning, the company employs around 55 technicians. Operational planning previously caused a lot of hassle, which led to a high rate of error. The information was sent via fax from wholesalers to Inicom. Inicom had to confirm all this again with the customer before commencing the order and planning the technician visit.

## SAP Business One

With SAP Business One and Coresuite Country Package, implemented by Coresystems AG, Inicom was able to save time by collecting and managing their customer information and processing this data in one system.

**Changes to the order could not be made easily** Before planning the technician visit, the information had to be collated in Excel by dispatchers and then transferred to the existing system. This process was very static. A simple change to the order regarding the visit could not be made easily. The commissioning process therefore had to be re-planned.

**Requirements: A simple solution for quick customer service, combined with an ERP System specialized for SME Costumers.** Inicom looked for a suitable IT solution that allowed additions or changes to be made to individual work operations at any time and with flexibility—without restarting the entire route planning of service technicians. An additional important point in the Inicom specifications: The desired solution had to be intuitively accessible to every employee at any location.

## Solution

Thanks to an earlier project with Coresystems and the previous software, Coresystems was already renowned as a provider of field service management solutions. With the latest version of the software, all processes and procedures are transparently displayed. All customer information and photos of work locations can be collated there and easily downloaded - central aspects of Coresystems FSM that quickly convinced Inicom.

### Improved information management with a mobile solution

Since introducing the FSM solution, important operational processes run remotely at Inicom. Service reports, which previously had to be filled out by hand and uploaded onto the system, are now adjusted by mobile or tablet. The system also contains a checklist that the technician can consult during the operation.

Additionally, commissioning is now easier for customers. With the new system, the order information is received by email and recorded by Inicom.

### Easy planning

With the solution from Coresystems, the order is transferred via drag and drop into the schedule of individual technicians and can, if necessary, be replaced with another without additional effort. Thus, Inicom can operate with greater efficiency and complete customer orders in a significantly shorter time frame. The customer can be notified via text message when the service technician is on their way. Afterwards this information is sent to the Business One, where the bill can be sent out automatically.



Ralf Gittinger, Managing director

**“** Since introducing Field Service Management Solution by Coresystems, we can clearly respond better to increasing customer demands. Since then, we offer not only quality service but also now stand for reliability.



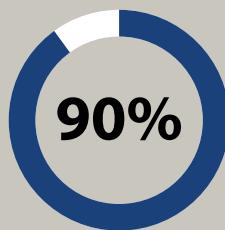
Improved reporting:  
Operations are transparently documented. Service technicians receive order information as a checklist on their mobile.



Changes to orders can be flexibly adjusted without affecting other commitments.

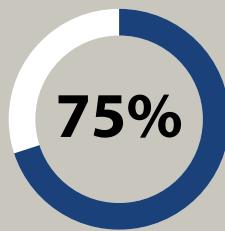


The field service management software allows a safe and high-quality transfer of photos of work locations to the service control center in almost real time.



### Time savings

Service technicians get to their next operation site significantly quicker.



### More transparency

The mobile documentation ensures that all data received is recorded in full.

*«Since introducing the FSM solution by Coresystems, we can respond to changes with significantly more flexibility. Our technicians can remotely retrieve and adjust service reports at any time.»*

**Ralf Gittinger**

Managing director of Inicom Service GmbH

### **About Coresystems**

Coresystems AG is the number one in SAP Business One & SAP Field Service Solutions. With SAP Business One, your processes are going to be more efficient and this gives you the possibility to improve your work procedures. Since Coresystems' founding in 2006, more than 200000 users throughout the world in a varied range of industries use Coresystems standardized AddOns and apps to implement fast and cost-effective solutions, and to quickly navigate, capture, record and report on highly complex business processes. Coresystems is headquartered in Switzerland with international offices in Freiburg and Berlin.

[www.coresystems.ch](http://www.coresystems.ch)