

TECHNIK BOX



CASE STUDIES



PRACTICAL DEMONSTRATION: IMPLEMENTATION OF TECHNIKBOX WITH AP SERVIS

The company AP Servis, s. r. o. has become, since January 2019, the first organisation to use TechnikBox for management of its orders.

WHO IS TECHNIKBOX DESIGNED FOR?

TechnikBox is a complex tool for service-type organisations and an online office for service technicians.

The web application represents a comprehensive software box from planning to reporting. It is always at your disposal, either online or offline, in your mobile or your tablet.

The application development is based on more than 20 years of practical experience in servicing appliances and in the related fields of logistics, marketing or sales. This also helps us to ensure connected marketing services and consultancy, from analytics to social media management.

WHY DID THE COMPANY AP SERVIS CHOOSE TECHNIKBOX?

1. The previous service application did not meet their current needs.
2. TechnikBox allowed advanced management control, segmented reporting by specific channels (warranty repairs, post-warranty repairs and retailing) and other functions that facilitate everyday service work.

WHAT WAS THE ASSIGNMENT FOR TECHNIKBOX?

In brief: To **lessen the workload and paperwork** of technicians so they can in turn provide **better and more effective service** in terms of customers and the organisation.

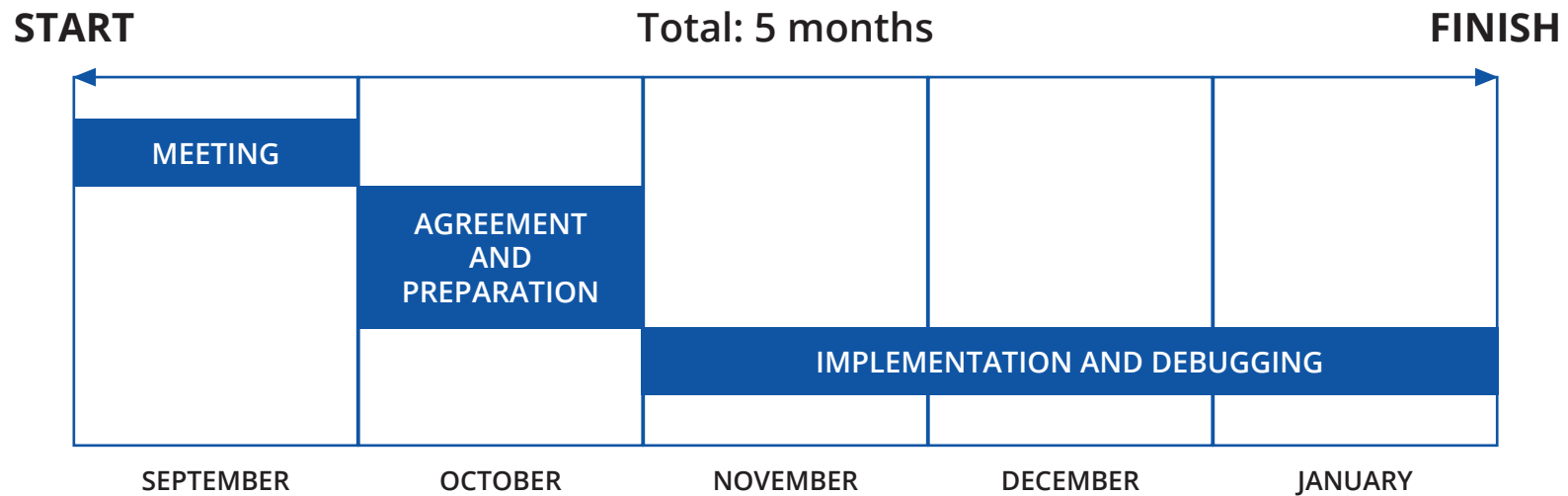
This resulted in the following main tasks and priorities:

1. Ensuring the swiftest possible transition from the outdated offline solution to the new online application environment so that everyone in the team could keep real-time track of current and historical orders from any device;
2. Ensuring complete transfer of the old database and transferring the historical data to the new database to guarantee smooth transition;
3. Eliminating unnecessary paperwork for technicians and helping them focus on their job and handle more orders in one day;
4. Ensuring real-time connection with maps;
5. Speeding up and automating everyday processes, including incorporation into other systems in the company.

Tasks for other project stages:

- Setting effective reporting related to sales of parts for warranty and post-warranty repairs, and retail sales;
- Preparing other advanced management control of the remaining administrative tasks:
- **For technicians** – automatic calculation of travel expenses and real-time salary overview of respective technicians;
- **For inventory management** – so-called “machine learning analytics” (predictive inventory purchasing).
- To create space for online communication, i.e. the “company intranet”;
- Eliminating the paperwork of service reports and other forms and making preparations for EET for cash payments;
- Incorporating the service into current systems, i.e. Pohoda E.1, the manufacturer’s supply chain system, etc.;
- Enabling transition to credit transfers and their identification within service interventions.

THE SCHEDULE FOR TECHNIKBOX IMPLEMENTATION IN THE PRODUCTION ENVIRONMENT



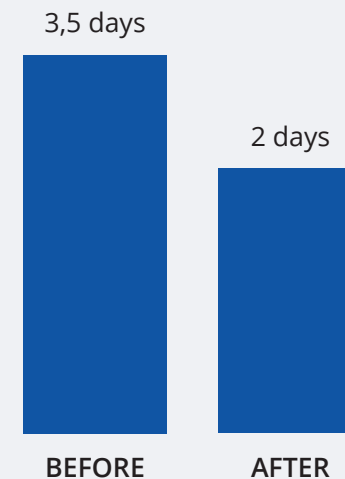
+ further addition of other functions
and integration to new advanced systems (e.g. GPS Tracking)

HOW WAS THE ASSIGNMENT FULFILLED? THE AP SERVICE REPRESENTATIVE'S VIEW

Transition to the new service application

The transition was implemented in the record time of 5 months. TechnikBox solved the situation that had been unsatisfactory for technicians and the dispatch department for a long time. KPIs (particular targets and sub-targets) are fulfilled faster, which is also appreciated by suppliers.

DECREASE IN TIME NECESSARY FOR ARRIVING TO A CUSTOMER



STREAMLINING AND AUTOMATION

TRAVEL
EXPENSES
-12%

More effective and better- arranged management of orders

All team members keep a good track of service cases and may use the customer database and learn about the history of orders. Essential information is sent to all interested persons by electronic means and so the customer is perfectly informed about the entire service call-out.

Automation of travel expense calculation

Since the GPS coordinates of the service call-out are now entered into the system, we are able to calculate actual travel expenses. The costs for travel expenses have decreased by 12%.

For technicians

TechnikBox optimises the speed of order completion. As a result, the customer does not have to wait so long for repairs.

Moreover, it evaluates the technician's efficiency and encourages them to provide the best possible services. In the system, the technicians can see how much money they have earned so far and which materials have been used/ordered. The team perfectly knows about the schedules and their deadlines for particular orders.



For the inventory

A so-called “machine learning analytic” enables the optimisation of restocking of the most frequently used parts for warranty and post-warranty repairs, so no unnecessary inventories, i.e. slow sellers, are built.

“Machine learning” enables the evaluation and segmentation of the **real demand for stock supplies of parts for warranty and post-warranty repairs and retail sales** which enables prediction of purchases.

Objednané díly

Přehled dílů

▼

Celkem: 19

8. 4. 2019

1 x [481010557232....](#) Topení, Pozáruka 0000003260 čeká na díl

8. 4. 2019

1 x [481010417377](#) Programator, Pozáruka 0000002276 čeká na díl

8. 4. 2019

1 x [481010645279](#), Pozáruka 0000002276 čeká na díl

10. 4. 2019

1 x [C00508266 OBJ.10.4.2019](#), Pozáruka 0000003342 čeká na díl

10. 4. 2019

1 x [481010645279](#), Pozáruka 0000003448 čeká na díl

11. 4. 2019

1 x [481010595439](#) Modul GO, Záruka 0000002777 čeká na díl

11. 4. 2019

1 x [C00535957](#) Cerpadlo, Záruka 0000002387 čeká na díl

12. 4. 2019

1 x [481227128556](#) Presostat, Pozáruka 0000003274 čeká na díl

15. 4. 2019

1 x [480111104401](#) obj. 15.4.2019, Záruka 0000003451 čeká na díl

15. 4. 2019

1 x [480112101486](#) obj. 15.4.2019 [480112101491](#) obj. 15.4 [480112101486](#) obj. 15.4.2019 [480112101491](#) obj. 15.4.2019, Pozáruka 0000003400 čeká na díl

16. 4. 2019

1 x [C00508266](#), Pozáruka 0000003342 na skladě

23. 4. 2019

1 x [PŘIPRAVEN N.D. 481231018483](#) 2x 23/4, Pozáruka 0000003504 na skladě

24. 4. 2019

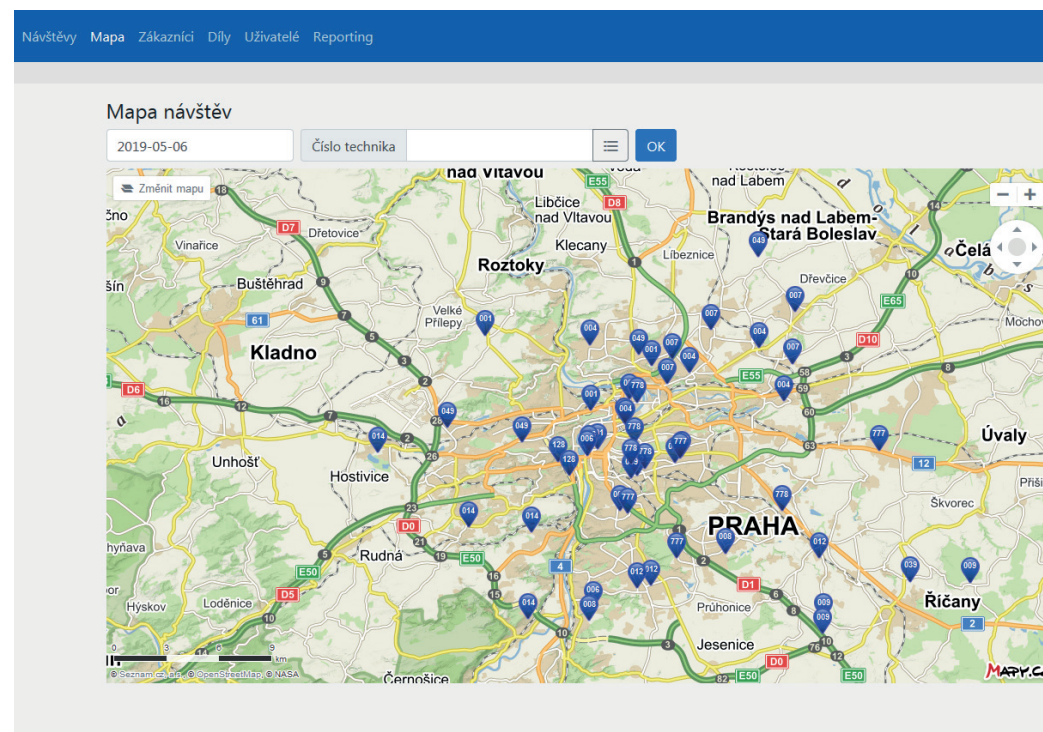
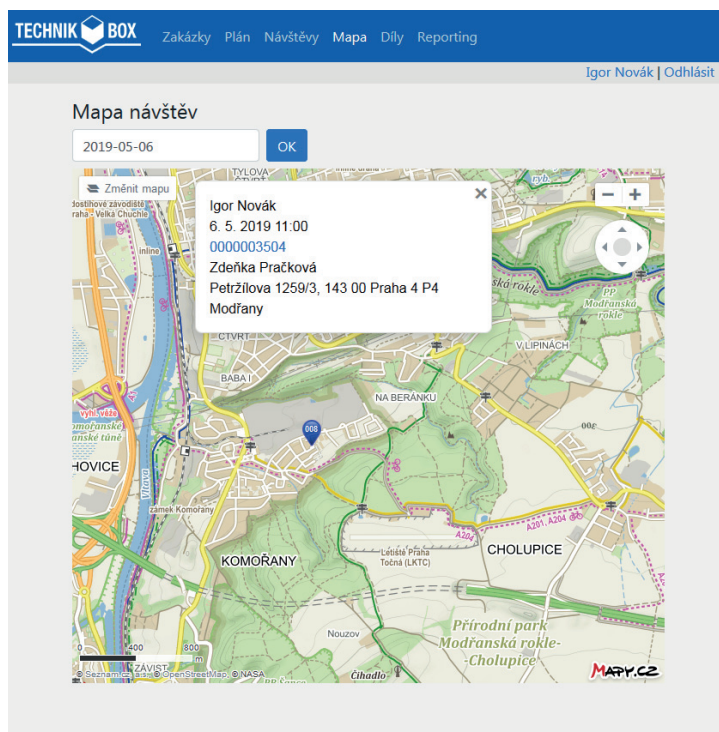
1 x [481010345712](#), Pozáruka 0000003646 objednáno

MAPS

After the GPS coordinates are entered, a route factoring in the current traffic situation is displayed, helping technicians find the best way to their destination. Consequently, technicians can plan their work more efficiently and get to the service destination faster. Thanks to the street view, they won't ring the wrong bell.

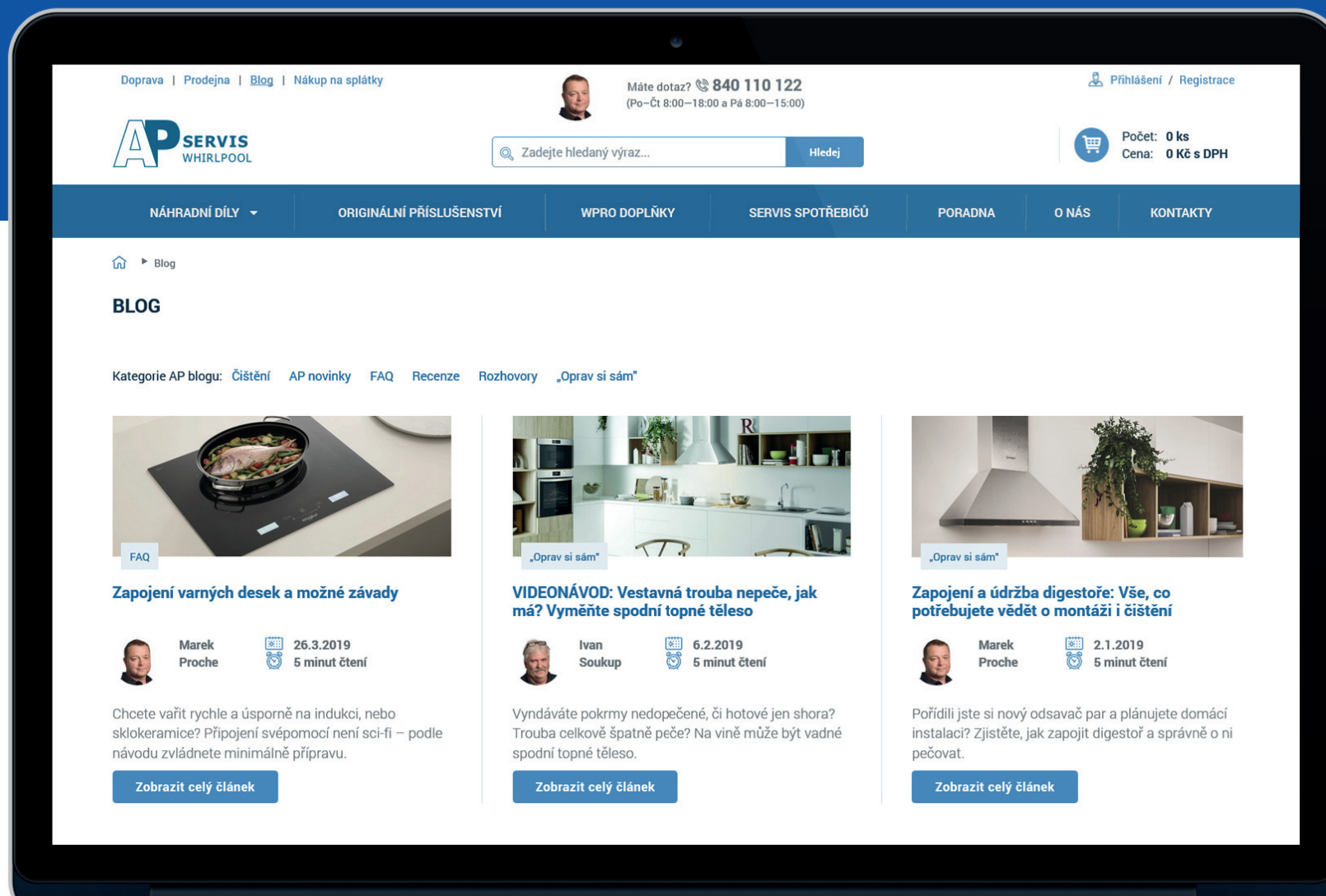
+16
ORDERS
PER ONE
MONTH

If the technician gets delayed, the whole team knows about it thanks to GPS. The dispatching department may inform customers waiting for their repairs about the delay or send another technician to them.



COMPANY INTRANET

TechnikBox has given us an opportunity to share updates in the service range and service changes in one place. It became a professional platform for our community.



PAPERLESS ADMINISTRATION

Technicians are not held up filling in lengthy service reports full of outdated boxes or their multiple copies. The customers receive all the information about the order together with a tax document in electronic form. The system is prepared for EET for cash payments.

Incorporation into current systems

To fully automate the processes, we needed, besides maps, incorporation into other internal systems. In case of the company AP Servis, connection to Pohoda E.1, the manufacturer's supply chain system and the phone exchange were taken into consideration. Now, the dispatch department and the technician can **check the availability of parts and the first possible date for a repair online** from any place.

ADMINISTRATION CASHLESS PAYMENTS

CASHLESS PAYMENTS

An increasing number of customers prefer payments by a card or mobile phone payments. TechnikBox has enabled cashless payments and has made keeping records of them easier.



SUMMARY: TECHNIKBOX BENEFITS FOR AP SERVIS

The aim of TechnikBox is to provide **better services to customers, simplify the technician's job and generate savings for the service organisation.**

The main benefits for technicians

1. TechnikBox provides fast and comfortable online access to all systems and service documentation related to the customer.
2. It sends an overview of current orders directly to the telephone, and it navigates the technician via GPS to the right destination based on the current traffic situation.
3. In real time, it immediately calculates the salary from the completed orders.
4. It enables fast real-time connection with colleagues and the management control.

The main benefits for the service company

1. TechnikBox improves the overview of orders and activities of technicians in the whole team, not only for one particular day, but also for the future.
2. It enables easy job evaluation and reporting.
3. It learns the smart restocking of parts with the minimum of slow selling items and thus makes inventory management more effective.
4. Management control reflects current time and needs.



The main benefits for customers

1. TechnikBox reduces waiting times for service provision and optimises travelling time.
2. It eliminates red tape and environmentally unfriendly paperwork; the customer gets everything from the receipt to service report by e-mail.
3. The customer is freed from the cash payments usually required by service organisations.

A HINT for organisations: Are you thinking of implementing a new system for order management? Do not view your programmes separately. Instead, think about covering all systems in one, including connection to the switchboard.

If you are considering TechnikBox, please inform us which economic or CRM system you currently use. This will help us to propose their better interconnection and possible clever tricks for automation and facilitation of work.

DO YOU WANT TO KNOW MORE?

For more information please go to www.technikbox.cz,
or contact:

TechnikBox, s. r. o.
Kazaňská 114/21
102 00 Praha

✉ podpora@technikbox.cz

in www.linkedin.com/company/technikbox/about/

f www.facebook.com/technikbox

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