

➤ Full digital service
at PWB GmbH

Success Story

Full digital service at PWB GmbH

With the aim of fully digitizing its customer service, Pfister Waagen Bilanciai (PWB) GmbH was looking for support from Kontron. Even though PWB GmbH's previous Windows-based customer service module already met the basic requirements and functions, the possibilities of digitization had not been fully exploited yet.

With the introduction of the Workforce module from the Kontron susietec® toolset, the project succeeded in modernizing the customer service process with innovative tools, thus paving the way for digital full service management.

The project

- Full digitization of the customer service process

The platform(s)

- Workforce®

The service

- Consulting
- Customizing
- Agile product development
- Hosting SaaS
- Service and support

The challenge

- Replacing the Windows-based customer service module that had been in place for ten years
- Digital mapping of all processes in the service environment
- Replacing paper-based with digitally managed processes with the aim of reducing working hours and increasing efficiency

The solution

- Digital recording and management of travel, work, and break times at the work site
- Provision of relevant information for route planning via mobile device
- Immediate forwarding of the digital customer service report to the office staff
- Predictable maintenance cycles through digital operating diary

The result

- State-of-the-art tools for end-to-end digital disposition in customer service
- Seamless recording and processing of the customer service process through digital data recording
- Transparent business process through up-to-date data and immediate feedback



” With the introduction of Workforce, it is possible to implement end-to-end digital dispatching in PWB GmbH’s customer service. ”

Technical details of the project

The aim of the project was to implement an end-to-end digital scheduling system in PWB GmbH’s customer service department and thus significantly optimize the customer service process. With the introduction of Workforce as a replacement for the previous customer service module, the existing functions were expanded to include additionally required and long overdue features. For example, electronic forms, logs and documentation for digital reports had to be processed in paper form until then. This meant that individual process steps such as preparation, distribution, dispatch, allocation, digitization and archiving were not only time-consuming but also costly.

With Workforce, office and field staff have immediate access to state-of-the-art tools: Taking into account a technician qualification matrix, a route-optimized driving zone as well as the necessary materials for the assignment to be planned, it is thus possible to enable fully digitalized customer service.

Customer Benefits

Digital recording of all relevant customer service documents is required for seamless documentation and processing of the customer service process. Using a tablet, the PWB GmbH technicians keep track of all important documents (including legal-for-trade documents), route planning, and the geographic scale location. In addition, the material used is entered into the inventory management system, possible accounting documents are integrated, and all travel, work, and break times are recorded.

After digital signature of the customer, the customer service report is transmitted to the office staff. All relevant documents are transferred and archived. As soon as the internal data transfer is complete, the customer receives a detailed service report.

The next stage of the project involved making the generated data (KPIs) available via a network in the sense of a further IOT device connection for a production system that is as trouble-free as possible. For the customer, this creates clear added value with regard to the topic of „TPM“ (Total Productive Maintenance): The customer gains insight into the predictable maintenance cycles via a digital operating diary.

Customer key figures

- › Around 8,000 customers
- › Around 15,000 scale systems in service/maintenance
- › Around 100 commissioning of large scales (projects)
- › More than 500 official calibrations per year

About Pfister Waagen Bilanciai (PWB) GmbH

As part of the globally active Italian weighing technology group Società Cooperativa Bilanciai, Pfister Waagen Bilanciai GmbH offers fully electronic weighing systems in all product areas of legal-for-trade industrial scales.

With competence and many years of experience in industrial weighing technology, the traditional company provides support in the selection of the optimum weighing system. Under the motto „Precision all the way“, PWV GmbH has implemented more than 78,000 systems since 1984.

For more information, please visit:

www.pfister-waagen.de

About susietec®

We see digital transformation as a holistic approach. With the susietec® Toolset, we support companies in recognizing the potential of IoT and digitization: The combination of software, hardware and know-how enables functional and smart solutions for equipment suppliers, providers and manufacturers. That is how we succeed in implementing purposedriven changes effectively – with the aim of driving forward digitization in the long term. susietec® solutions can be used in an existing environment and also provide a basis for the new development of machines, components and production plants.

As part of the Kontron Group, we help you take the decisive steps towards digital transformation using our experience from numerous digitalization projects.

For more information, please visit:

www.susietec.com

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