

„Due to the implementation of eEvolution® we've achieved an integration of all data and a standardizing of the repair shop processes. The course of the project and the result is thanks to the cooperation of all involved, is very positive.“

Günter Hofner, IT Director, mateco AG



mateco AG

The mateco AG with their headquarters in Stuttgart is a company operating Europe wide in the field of the hiring of modern access equipment and has more than 4,200 mobile elevating work platforms available. 28 branches/locations in Germany and 8 branches in subsidiaries in France, Luxemburg and Poland and with over 470 employees are the main strength of the mateco company that was founded in 1973. To guarantee a transparent control of the inventory in all branches, a secure documentation of the liability transfer on-site, the investment planning taking into consideration the key data und operating figures of the machines from the repair center, mateco implemented the ERP software eEvolution® in the middle of 2009. The nGroup partner Comprá distinguished itself as a service company that understands medium sized businesses displayed a high competence in the analysis and implementation phases and using its own methods controlled the course of the project.

The most important challenge

The condition and location of more than 4,200 elevating platforms in the hiring pool was one of the targets of the software implementation. All machines must be at the disposal of all branches and locations. Additionally is transparency about the spare parts stock levels necessary, so that defect elevating platforms can be hired again.

If spare parts cannot be supplied rapidly enough it must be checked if perhaps another branch could supply the parts.

The requirements

Through the use of mobile hand terminals is the status of each elevating platform visible and condition checks as well as maintenance and repairs can be documented and accessed immediately. Furthermore an on-site a transfer protocol can be prepared at the beginning and end of the hiring period. Existing and new damage must be noted and the liability transfer must be documented with a legally binding signature.

Solution and system environment

- ERP software eEvolution® as technical information system (teX)
- teX mobile – Mobile Repair center solution from COMPRA
- Microsoft SQL Server 8
- 40 stationary workstations for repair center, purchasing and disposition
- 105 mobile hand terminals for warehouse, repair center and field service

The main advantages for the customer

- Shorter repair cycle and higher machine availability

- Simple customer ordering and invoicing
- Transparency over the availability of 4,200 elevation platforms and their spare parts
- Reduction in tied capital costs due to the companywide inventory
- Prevention of multiple purchasing through companywide stock levels
- Electronic purchasing of the spare parts
- Introduction of breakeven analysis pro machine
- Identification of the fault susceptible machines and taking that into consideration when acquiring new machines
- Increase of the productivity of repair center employees
- Documentation of maintenance tasks, repairs and inventories in the repair center with mobile hand terminals
- Documentation of the liability transfers with mobile hand terminals on-site
- Integration of the field service with mobile hand terminals
- Determination of the specific machine attributes (Faults, Repair times, costs, fault susceptibility of spare parts)
- Internal companywide invoicing

„The implementation of hand terminals with eEvolution® led to an optimization of processes in the repair center, the warehouse and hiring at mateco to an increase in productivity.“

Jens Hampl, Commercial Project manager COMPRA

- Prepared multi-client and language capabilities for further expansion
- Implementation of the ERP software eEvolution® which is guaranteed in the future
- Optimization of utilization grade by the eEvolution® partner COMPRA
- Reduction of risks due to the use of the COMPRA project management methods

The nGroup service partner

The nGroup service partner COMPRA from Hildesheim has many years experience with the requirements of service and trading companies. Compra has particular experience as a Microsoft Gold Certified Partner in the creation of integrated solutions made up of Microsoft applications and the ERP software eEvolution®.

Through the closeness to the software house nGroup and their specialized branch knowledge it was possible for many customer specific needs to flow into the eEvolution® product development. Dedication combined with a creative modern approach lead to a high customer satisfaction. Compra sees itself as a supplier of ideas and consultancy, Compra employs 40 people in many locations in Germany and supports more than 350 companies.

Internet addresses:

www.mateco.de
www.compra.de
www.ngroup.info
www.eEvolution.info
www.fitfuerdiezukunft.info

mateco
YOUR BETTER WAY UP



**mateco AG –
Leading supplier for the
hiring of elevation and work
platforms
eEvolution® ensures optimized
hiring and repair center processes**

In more than 36 locations in Europe is it possible, to hire elevation and work platforms from mateco AG if work in airy heights and/or for areas that are difficult to reach is required such as tree trimming, cleaning mounting and repairing of roofs and facades. The equipment is also used for broadcasting sport events, film production and television shows e.g. „Bed it“ or „Hit the Raab“, whenever access to high points is necessary. Over 470 employees of the company founded in 1973 take care of the selecting the correct elevating platform for the requirements, the



maintenance and repair of the high-tech equipment and naturally of ensuring all health and safety regulations are met. Since 2009 are the modern ERP software solution eEvolution®, the technical information system (teX) and the mobile repair center solution together with an In-House solution for machine administration, disposition and invoicing implemented, therefore controlling all the main processes in Financial accounting, Purchasing, Warehouse, Hiring, Repair center and field service.

The solution also provides a large number of operating figures and key data that can be used by the management for decision making.

ERP software eEvolution® implemented in 2009

In 2008 mateco decided to replace the existing software solution that was technically out-of-date and wasn't being further developed by the manufacturer. Also because most of the experts were no longer employed by the previous software partner it was very difficult to arrange training for new employees. The old solution also provided few benefits and was not accepted by the employees. Therefore the market was studied and searched for a standard software based on an actual technical platform that together with the In-House Hiring solution could provide the connection to mobile hand terminals and an increase in the productivity of the repair center. "A number of solutions were on the short-list. We chose eEvolution® because it fulfilled our requirements to a high degree. COMPRA



demonstrated in the tender and planning phase a high level of competence that was confirmed during the course of the project. It was very important for us that a continual further development and the support were guaranteed" summarized Günter Hofner DP-Manager of mateco AG the well thought out reasoning behind the decision process.

Structured realization with the COMPRA project management methods

Because medium sized companies normally seldom implement new software it is important that employees are integrated and receive the correct information at the right time. Hans-Hasso Kersten, board member of the mateco AG, looking back over the implementation stated "COMPRA took over together with our employees the project management. We were pleased that COMPRA supplied a tried and tested on-line platform and that a project manager with experience of many similar projects was available to assist us".

"The same COMPRA employees were involved in the evaluation and realization phases. This was a further factor of success. Because the COMPRA employees were able to „think“ cross-system it was possible to develop the optimum solutions: How could the repair center processes be embedded in other processes and what must altered in the interfaces to other systems? That I found very satisfactory.", summarized a satisfied Mr. Kersten. The System was introduced in the headquarters the branches and other locations step-by-step over 5 months. The multi-level training was carried out during the test phase using real data each employee was prepared for the Go-Live with intensive training and coaching.

Disposition of very large hiring pool

In the hiring program of mateco are over 4,200 pieces of equipment in more than 350 designs and configurations. So that almost all customer requirements concerning reach and bearing

load are covered. Given that the 4,200 pieces of equipment are distributed in 36 locations it is a logistic challenge to ensure that the correct piece of equipment is delivered punctually to the required location. The customer ordering and invoicing is quickly and reliably processed with the in-house software. In doing so the internal company invoicing is allowed for if a piece of equipment belongs to another location.

eEvolution® takes care of the integration of the repair center processes with the hiring processes that are controlled by mateco in the in-house Hiring solution.

High level of transparency in all 36 locations in Europe

In the repair centers of the group of companies where the maintenance, safety checks and repairs on the high-tech equipment take place is the high transparency and internal invoicing required. Spare parts should be procured quickly with optimal prices and not unnecessarily on the open market. The transparency is achieved through the companywide stock-keeping with which the stock levels can be rapidly and correctly calculated. Therefore a low capital commitment is possible and the branches can exchange spare parts so securing the rapid repair and availability of all equipment. Reorders are carried out when the minimum stock level is reached, through the collection of procurement requirements is it possible to achieve better purchase prices and the purchase orders are generated and sent electronically.

Repair center processes integrated

For many reasons it was important that the important repair center processes be integrated into the company solu-

„Besides the integration of our repair shops we've reached a very high transparency in the inventory and the secure documentation of the liability transfer. Our custom-fit solution is a result of high skill levels and cooperation between our employees and the project manager of our service provider, the ability to think "cross-systems" and the good project management by COMPRA"

Hans-Hasso Kersten, board member of the mateco AG



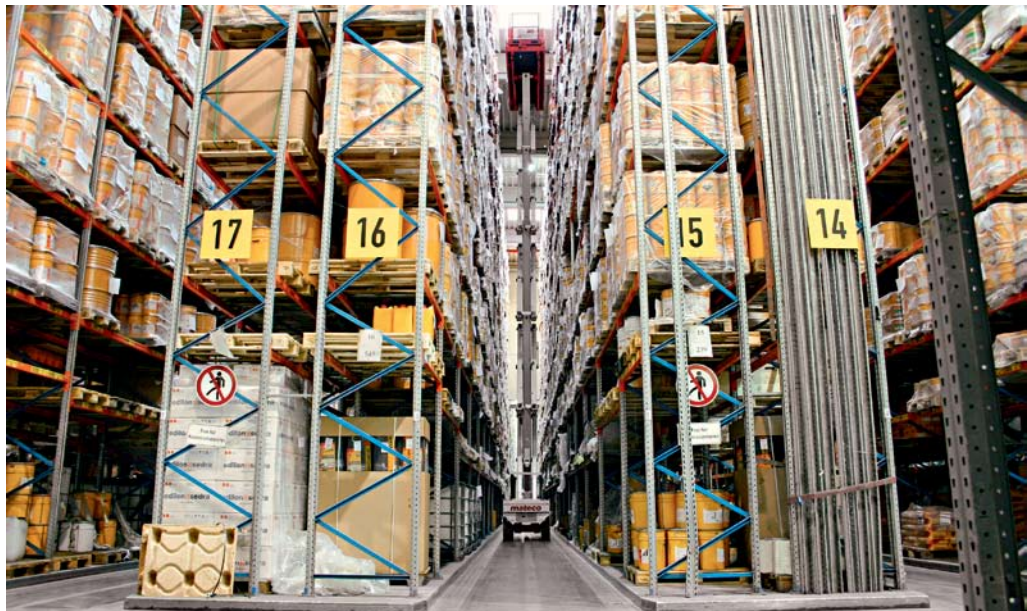
tion: Workshop orders must be simply and rapidly processed. To be able to offer the most rigorous safety standards it was necessary that safety checks, technical checks and maintenance be documented and controlled. Repairs and the procurement of spare parts should occur cost-efficient and rapidly. For 4,200 pieces of equipment with various design and configuration can only a powerful software solution like the technical information system teX based on eEvolution® achieve this. In the meantime a multitude of equipment data e.g. failure quotas, damaged spare parts, repair costs or the number of workshop days that are available it is for example now possible to carry out preventive maintenance on weak spots of the equipment, to keep enough spare parts in stock and in the procurement to give manufacturers who produce reliable equipment preference.

Mobile data entry in repair center and warehouse

The use of the mobile repair center solution teX in the repair center has contributed to an increase in productivity, supported the technicians in determining the extent of repairs or maintenance, to carry out their work and the documentation and that the work could be billed. A new indicator system for the equipment has been established during the software project. Today the technician scans the equipment barcode and the status of the equipment is displayed. The field service has also been equipped with mobile hand terminals so that they during repair or maintenance work on-site always have the necessary information available and to document the tasks. The solution has been extended with an inventory function: All warehouse locations and articles have been equipped with the new indicator system. An inventory, that was previously tedious and time-consuming can today be completed much quicker because scanning is simpler and fault-tolerant.

Documentation of liability transfer at equipment hand-over

Hand terminals are also used in the hiring process and are very useful: At the handover of the equipment to the hirer is all the necessary contractual



information available and are confirmed with a signature. All existing damage can be documented, new damage or faults at the return can also be documented. The person who caused the damage can also be documented

„eEvolution® is one of the most modern ERP software products currently on the market. Due to our up-to-date technology it is possible to produce individual, custom-fit and integrated solutions that exhibit a high cost efficiency for medium sized businesses. The investment security is built in and our customers are fit for the future.“

Frank Wuttke,
Managing director, nGroup

so avoiding unnecessary discussion at a later date. Entered damage or faults can be directly transferred to the repair center as a repair order, so that the equipment can be hired out again as soon as possible.

Operating figures are the foundation for investment decisions

The introduction of a breakeven analysis per piece of equipment will be the next important step to increasing the com-

mercial transparency. Due to the integration of all processes of purchasing, hiring and the repair center is all the necessary information available in the system. The procurement costs, repair costs, spare part costs, down time due to service and hiring earnings can be compared against each other and also a comparison with similar equipment from other manufacturers can be carried out. Thereby as a result meaningful operating figures can be considered when procuring new equipment. "We can today determine bad production series, over average equipment and machines that run particularly well. That helps us in our investment decisions." affirmed Hans-Hasso Kersten the importance of an integrated solution that is a prerequisite for the calculation of the operating figures.

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