



DÜPERTHAL SICHERHEITSTECHNIK

CASE STUDY





ABOUT DÜPERTHAL

DÜPERTHAL Sicherheitstechnik is a German company producing safety cabinets for storing hazardous and flammable materials. They also do the maintenance of those cabinets regularly. They have started to integrate Servotion more than 3 years ago, so we interviewed **Tommy Fittkau, the Head of Technical Service**, to share his thoughts about the use of Servotion.

ABOUT THE SERVICE PROCESSES

Since DÜPERTHAL is in the fire protection market, the German government has several recommendations for the maintenance of safety products. The law says that each year the cabinets need to get a certification that proves their good condition. As part of the maintenance process, DÜPERTHAL created a long checklist to ensure that the cabinet protects the materials inside from catching fire or getting harmed. If the service technician finds everything right, DÜPERTHAL creates the certificate for the customer.

DÜPERTHAL WAS LOOKING FOR A NEW SOLUTION

Before they implemented Servotion, the technicians used to do everything on paper. First, they had the checklist printed out and used that to follow the predetermined steps. When they finished the maintenance, they had to print out the certificate in two copies. The first one was the customer's copy, and the other got stored at DÜPERTHAL's storage room. Every time they needed some historical data, they had to go to that storage room and search for the certification.

”

**THIS WAS A VERY ELABORATE
WAY OF WORKING.**

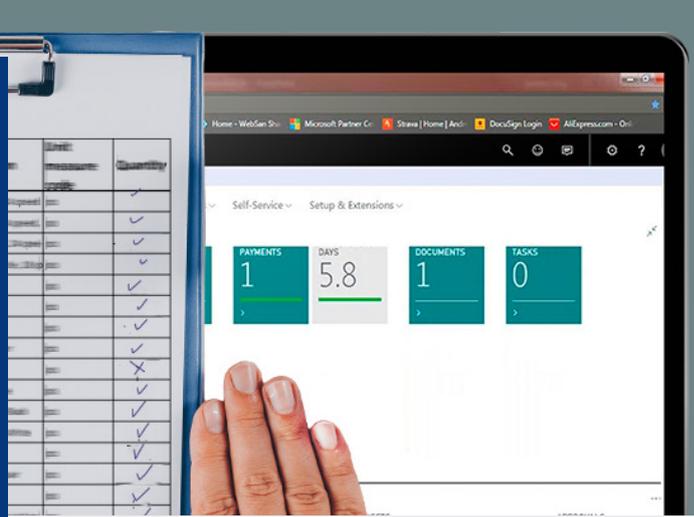
We didn't have any live data, we could not react directly, and we could not fulfill some statistics...

Tommy Fittkau

”

In the course of modernisation and growing service activities, it was clear to DÜPERTHAL that they needed a modern solution that met the high requirements of their products. So they decided to implement a software that meets their requirements of working in a contemporary manner.

That is why they began to search for a robust, ready-to-use software compatible with their existing Microsoft ERP system.



EXPECTATIONS

DÜPERTHAL WAS LOOKING FOR A SYSTEM THAT

- ⑤ is **compatible with the existing Microsoft Dynamics ERP system**
- ⑤ can **move the whole service process to the digital world** as it is
- ⑤ can create a **paperless workflow**
- ⑤ is able to **send data to the office instantly**

”

*I would say yes...
A very clear yes,
that Servotion did fulfill
ALL OUR EXPECTATIONS.*

Tommy Fittkau

”

WHAT CHANGED DURING THE PROGRESS?

Their service process changed completely after implementing Servotion. **Shifting the responsibilities and authorizations was also a part of that change.**

First, they implemented the mobile application and configured it to include every sub-process of the service tasks. And now they are ready to take it to the next level. They also plan to integrate a visual scheduler into their system.

„Implementing Servotion was a important step for DÜPERTHAL’s service department..”



HOW DÜPERTHAL USES SERVOTION NOW?

Now the **quotation and historical data are directly transferred to the mobile device**, and after the maintenance is ready, **all the recorded data goes back to the ERP system**. It means that DÜPERTHAL is now able to create the digital service list, checklist, invoices, and quotations for further maintenance immediately.

As a mobile device, they use Apple iPads, with rugged cases to record data during field service activities. The field service processes are done inside big factory buildings where the **internet signal can be unstable**, so they decided to use it **ENTIRELY OFFLINE**. Using that functionality, they can do their whole field service process without any internet connection. Then they can synchronize every data as soon as a proper signal is available.

ACHIEVEMENTS

Immeadiate billing

VS.

High latency billing

Paperless solution

VS.

Lots of paperwork

Enforced, software driven service process

VS.

Paper-based checklist

Instant data sincronization

VS.

Searching for old papers in the cabinet

Our company offers a complete solution in corporate governance, customer relationship management, and custom software development. In addition to our market-leading position in Hungary, we have international channels across five continents.

Our nearly thirty years of experience, the continuous monitoring of the development of technology, and the continuous training of our specialists guarantee that we can always serve our customers at the highest level, thus providing them with the opportunity for constant development. The success of our work is proven by the recognition of multinational companies, long-term partnerships, and hundreds of satisfied customers.

MultiSoft

