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—CHRIS VONEHRENKROOK, MANAGER OF INFORMATION TECHNOLOGY, KOMAX USA

ABOUT THE COMPANY.

Komax is one of the world's leading providers of wire-processing systems and assembly automation equipment.

Headquartered in Dierikon, Switzerland, the company's products and services range from cutting and stripping machines to complex, fully automated manufacture of wire harnesses. The Komax Group operates production facilities in Switzerland, the United States, Portugal, France and China, and its global distribution and service network serves tier-one automotive suppliers as well as the household appliance, office equipment, telecommunications, medical technology, solar energy, and IT sectors. To learn more, visit www.komaxusa.com.

KOMAX USA BOOSTS CUSTOMER SERVICE AND OPERATIONAL EFFICIENCIES

SETTING THE STRATEGY.

Komax USA provides products of the highest quality level possible. As important to their success is the goal of improving service to customers and distinguishing itself from its competitors. To accomplish this, Komax USA needed a complete service management solution to accommodate all of its service needs including: manage service calls, track critical customer/machine incidents and warranty information, and track billable and non-billable service work. Clear and fast communication flow between their service and back office teams was a priority to deliver higher levels of customer service and with technicians out in the field, Komax also wanted to invest in the latest mobile technologies to improve responsiveness and customer care.

GETTING BUSINESS SPECIFIC.

Komax USA selected Infor™ Service Management for its proven track record in helping companies manage all aspects of a service business. It improves efficiencies by allowing a smooth flow of information between departments, eliminating bottlenecks in the service operation and providing for the cost-effective use of resources. Service Management also tightly integrates to financials, purchasing, inventory control, costing, and management reporting. Total visibility of the service operation enables managers to analyze key performance indicators and service operation metrics throughout the organization.

Infor Service Management helps Komax distinguish itself from its competitors by providing a reliable and responsive service for its customers, whilst keeping a keen eye on operational efficiency and costs.

"Our organization has benefitted tremendously from working with Service Management," says Chris VonEhrenkrook, manager of information technology, Komax USA. "Infor Service Management allows for service parts planning and helps drive stocking levels to provide customers with more predictable and timely availability of spare parts."

SEEING RESULTS.

With the Service Management contact center features, call entry is simplified, allowing Komax customer service managers to enter problem reason and resolution codes, notes, steps, and solutions while also providing powerful tools to track and manage customer inquiries through detailed incident tracking. Historical data can be accessed by customer or machine serial number for quick problem resolution, allowing Komax to respond faster to customers.

"Since implementing Service Management, we have doubled the number of machines we service and support without needing to add personnel," asserts VonEhrenkrook.

Integrating order fulfillment with UPS shipping software to Komax's Service Management system has dramatically improved information flow between customer service teams and back office personnel. The fulfillment solution has provided customer service personnel single screen work capabilities, allowing them to look up item availability and enter orders easily while on the phone with customers.

The UPS shipping interface eliminated the need for two customer databases—one in ERP and one in UPS Worldship. This means more accurate shipping information and the elimination of duplicate data entry of shipping information in the UPS system.

Service Management linked this information with the Komax workflow automation system to allow tracking number and shipping information to be e-mailed to customers when shipments are complete, vastly improving the customer service experience.

Finally, the inclusion of mobile technology has allowed Komax service personnel to take all critical customer and equipment information on the road with them.

Technicians can access comprehensive history on all customer machines on the move, with full access to information such as what work has been done in the past as well as activity lists needed to be completed onsite.

"The biggest complaint our technicians used to have was that they didn't have easy access to critical service information," says VonEhrenkrook. "Service Management's mobile solution has given our technicians more flexibility and knowledge through remote access to our system."

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".