

“ The QSSD Service Management Suite has given JS the means to be 20% more efficient in terms of admin time, therefore allowing contracts growth, without increasing administrative or Service Engineer staff costs. ” Tony Fleming, Technical Director for JS Humidifiers

Customer Profile

JS Humidifiers plc has been operating since 1980 and is the leading humidification specialist in the UK. Based in West Sussex on a 25,000ft² site, JS Humidifiers design bespoke humidifier solutions and supply an extensive range of units ex-stock together with servicing and spare parts. Operating in over 80 countries world wide JS Humidifiers have over 30 years' experience in providing expertise in all industries requiring humidity control.

Situation

JS has grown its business through its strong emphasis on quality, innovation and service. Its wide range of products for the industrial, commercial and domestic markets, both in the UK and abroad, has given the company great stability. In April 2011 JS became a member of the Walter Meier Group, the international climate and manufacturing technology group. This partnership has further enhanced the growth of the company.

To sustain the company's growth JS Humidifiers carried out an analysis to identify ways in which they could grow revenue within the business whilst increasing efficiency. They identified a real business opportunity to grow the sales of the Service side of the business to increase efficiency through the implementation of a Service Management System, ultimately for customers benefit and increase to profit.

Solution

A project team consisting of the Technical Director, Project Manager and Service team managers was formed to draw up the business case and agree the product specification. Once the specification had been agreed the team trawled the internet for possible vendors, as well as speaking to contacts in other service organisations and asking for any recommendations.

A short list of companies was invited to tender. Each company carried out an onsite demonstration and the software solution was then reviewed against their specification.

One of the main specification requirements was for the software to handle the JS contracts, which are of high variety. Apart from the QSSD Service Management Suite (SMS) solution the other packages would need expensive modification to handle contracts that involve jobs that can last ½ a day – 1 week and which require a combination of engineers to complete the work.

As an existing customer of QSSD, JS use Microsoft Dynamics NAV as their ERP solution and as the QSSD SMS is an extension on the service module in Microsoft Dynamics NAV then there would be total integration throughout; a requirement of the specification.

“Having a solution already in place, we decided to extend on the service side of Dynamics NAV. This would allow all data to be visible and fully reportable for our sales and marketing department and Directors.” - Tony Fleming, Technical Director for JS Humidifiers

In September 2013, JS went live with the QSSD Service Management Suite. Very little training was required for both internal and external staff as the software is very intuitive and easy to use. Engineers were able to continue to use their iPads and iPhones which helped with the transition to the new software.

The QSSD SMS Solution has streamlined the internal processes and the administrative duties. All contract agreements are held on the central Dynamics NAV system and so when a customer calls in, the information can be found at the click of a button. This has eased the workflow for staff enabling them to be more reactive and with greater customer satisfaction.

All service requests are now handled within the Dynamics NAV SMS area; and it is here where staff can raise sales quotes, set up service orders, handle parts inventory, billing and customer details. Once a service order has been created in Dynamics NAV the job will instantly be available on the web based QSSD SMS Job scheduler.

During the review JS found that many of the features in the “off the shelf” solutions were already being utilised by them in their Microsoft Dynamics NAV application. This would have meant that JS would end up paying for features that they already had which would work out more expensive for them.

“Having an integrated service process means that the service team can control the process from enquiry to invoice. Planned maintenance contracts can be created from quote to schedule of visits and via the invoice scheduler multiple staff can view live planning such as status updates.” – Tony Tullett, Service Manager at JS Humidifiers

The job scheduler is a web based calendar where JS service centre staff can easily view the field engineer’s availability and allocate jobs through the easy to use “click and drag” web calendar function. Once a job has been allocated to the engineer via the web calendar the engineer can instantly view details of the job on their hand held device, vastly speeding up the resource allocation process.

Service Order	Resource	Engineer	Day	Description	Type	Day/Time	Parts	Created	Scheduled Start	Scheduled End	Sched.	Confirmed	Status
SO000010	SNETTLESHP	1	1	1 Site Name, Site City, CALLOUT	CALLOUT	ANY	Y	12 Nov 2012	23 Oct 2013 09:00:00	23 Oct 2013 12:59:59	Y	N	SCHEDULED
SO000011	MARK	1	1	1 Site 2, Site 2 City, CALLOUT	CALLOUT	ANY	N	15 Nov 2012	20 Mar 2013 00:00:00	20 Mar 2013 23:59:59	Y	Y	CONFIRMED
SO000013	QSSD	1	1	1 Site 4 Name, CALLOUT	CALLOUT	ANY	N	15 Nov 2012	17 Nov 2012 08:00:00	17 Nov 2012 12:00:00	Y	Y	COMPLETE
SO000014	ENG003	1	1	1 Site 4 Name, CALLOUT	CALLOUT	ANY	N	28 Jan 2013	29 Jan 2013 08:00:00	29 Jan 2013 12:00:00	Y	Y	CONFIRMED

Once a job has been scheduled, staff can check an engineers’ van stock in real time to ensure that the right stock is available for the job. If there isn’t enough stock on the van or in the warehouse then staff can order it in time to complete the job.

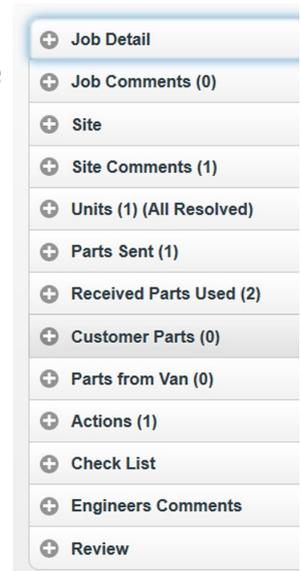
The engineer has all the information that they require on their iPhone or iPad and as the QSSD SMS solution can work online and offline it doesn’t matter where the engineer is based the administration process is not put on hold.

"JS Engineers are usually based in basements or areas where reception is very poor. This offline facility allows them to continue the job and then sync the information once they are in an area with signal. There is also functionality on their mobile device where the customer details links to Google maps and call buttons for direct customer contact." - Said Tony Fleming.

Once the engineer has completed the job they then create an electronic report which includes recommendations for future maintenance work. These reports are emailed directly to the decision maker for the company. Future services or work is then booked in to meet the maintenance requirements of their equipment.

The QSSD SMS solution has provided JS Humidifiers with a streamlined Service Solution that is already providing tangible benefits to the business.

Tony continued - "This is due to reports now being emailed directly to the decision makers rather than hand written reports given to the person on site. This has led to a marked increase in requests for quotes for suggested improvement works and/or new equipment."



+ Job Detail
+ Job Comments (0)
+ Site
+ Site Comments (1)
+ Units (1) (All Resolved)
+ Parts Sent (1)
+ Received Parts Used (2)
+ Customer Parts (0)
+ Parts from Van (0)
+ Actions (1)
+ Check List
+ Engineers Comments
+ Review

Benefits

Increased Revenue

Once a job has been completed the engineer creates a PDF report which includes issues such as the next maintenance date, repairs, improvement suggestions etc. These reports are then stored in Dynamics NAV and emailed direct to the appropriate personnel. Now that the decision maker is reading the reports more services are being ordered which in turn is increasing the company's revenue.

Greater Visibility

Now that the service information is now available on their Microsoft Dynamics NAV solution when a call comes in information can be found at the click of a button. Making the whole administrative process easier for staff.

This increased visibility and its analysable drop down selections has also benefited all departments. Previously information was kept on an individual's spreadsheet, now data is in real time and visible to all. The analysable sections have enabled departments to create detailed reports.

Contract Management

The service contracts at JS Humidifiers are of high variety and jobs can last ½ day, or a week and can be attended by one engineer or a combination of 1 to 5 engineers. The QSSD SMS solution handles these types of job schedules which has been of great benefit to the company.

"Our contracts are of high variety and may require two engineers to attend the site at different times and days or days may need to be added to the job." - Said Tony Fleming

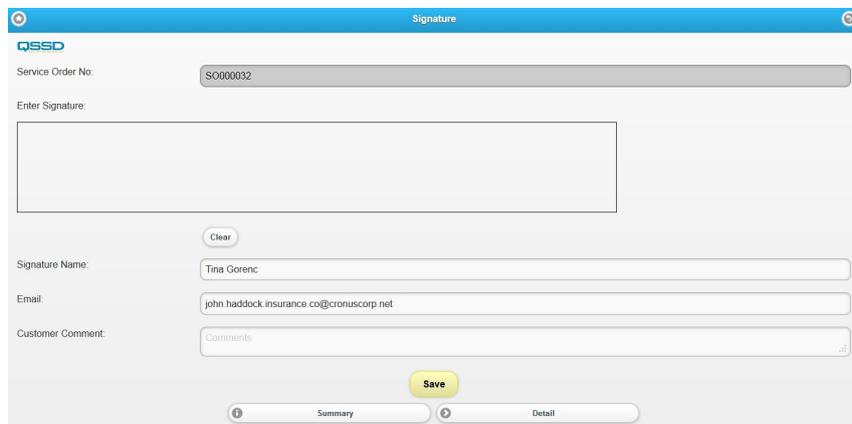
Jobs are also editable once they have been started which enables staff to; complete a job early and remove any other scheduled work; add additional engineers days to a job; add additional Service Items to a Job whilst the engineer is on site and add parts to a Job midway through and it's a feature that JS have found very useful.

Increased Employee Productivity

"The new system has increased productivity by 20% as information is handled quicker, customer queries are answered quickly and staff can be more reactive to customer needs." - Said Tony Fleming

Better Inventory Management

The electronic signature facility on the engineers hand held device has made invoicing easier as the customer can sign off job sheets as soon as the job is completed. This is then sent directly to the internal service team who can then raise invoices quicker.



The screenshot shows a web-based signature form titled "Signature". At the top left is the QSSD logo. The form includes a "Service Order No." field with the value "SO000032". Below this is a large empty box for "Enter Signature". A "Clear" button is positioned below the signature box. The "Signature Name" field contains "Tina Gorenc". The "Email" field contains "john.haddock@insurance.co@cronuscorp.net". The "Customer Comment" field is labeled "Comments" and is currently empty. A yellow "Save" button is located below the comment field. At the bottom of the form are two tabs: "Summary" and "Detail".

There is no longer the need to wait for the engineer to return to base or a fax facility to send across the signed paperwork.

Greater Reporting

With analysable drop down selections reporting is now easier for staff to complete. Previously site reports used free text to report problems, and so the information was sometimes inconsistent and not analysable by the staff. Reporting is now key to the Service team, Directors and Marketing departments.

Stock Management

All stock is now handled on one system and so visibility of stock on an engineer's van or in the warehouse enables the internal service team to check whether the stock required for a job is available. This has provided JS with greater stock management and the smooth running of the service team.

Microsoft Dynamics NAV

Microsoft Dynamics NAV is a leading ERP software solution that takes control of your purchasing, sales and distribution, order entry and procurement, and other business needs specific to your industry.

QSSD

QSSD is a Microsoft Dynamics NAV (formerly Navision) Gold ERP Partner, and have in excess of 20 years experience in implementing business management software solutions into companies throughout the UK and Europe.