

## CASE STUDY – NOVOFERM NEDERLAND

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Novoferm Nederland is a part of the Japanese Sanwa Group, which has a leading position in Europe. The company is both manufacturer and supplier of quality doors for the industrial and private market. Some products that are manufactured by Novoferm include industrial doors, garage doors, and loading and unloading systems. These are developed, produced and sold to customers in Europe from several locations in the Netherlands.

Novoferm is not only a manufacturer and supplier, but it also has its own service organization. The products are assembled, repaired and maintained by the company itself.

### SOFTWARE CHOICE

In 2003, Novoferm implemented the ERP software package of SAP. With this package, the service organisation would be served on its every need. However, during the implementation of SAP R/3 it appeared that, despite the made promises, they could not be met. Only with the necessary customization would it be possible to have a flexible schedule for, on the one hand the delivery and assembly, and on the other hand the maintenance and reparation of the doors. Additionally, processing the paper assembly reports and service reports as well as the registration of the worked hours proved to be very labour intensive. For those reasons Novoferm decided in 2005 to start looking for a user friendly and flexible solution with a SAP R/3 interface. At the same time, it had to be possible for the field service mechanics to work fully digitized using a mobile device, which was not commonplace at that time.

“It was not easy to find a solution that met all of our requirements,” says Robin Meinders, IT Manager. “At the time, we had two choices, build our own application or choose **LINK2**, the solution from **WAY2CONNECT**,” continues Meinders. Eventually, Novoferm chose **WAY2CONNECT**, who worked together with them for a perfect solution and was also flexible during and after the implementation of the software.

The intended goals were quickly achieved after the implementation of **LINK2**:

- Schedule and coach more direct FTE's with less indirect FTE's
- A closed time accountability in accordance with CAO agreements
- Real-time insight in the progression of the work activities and reducing the duration of the work orders
- Quick billing process of the accomplished work activities.

### EVOLUTION

The years pass, the world continues to spin. In the economically difficult times, service became more important for Novoferm. “The demands of our customers keep increasing. 24/7 service with guaranteed response time of four or even two hours are no longer an exception”, says Norbert van Uiter, the current Manager Customer Service. They want to have full-service contracts with periodic inspections. Fortunately, **WAY2CONNECT** continued to be innovative and in 2015 we implemented an upgrade of **LINK2** with many new features.

Mechanics can now be scheduled automatically. This is possible due to the automatic schedule module and schedule assistant in **LINK2**. Novoferm's field service team is also completely digitized and currently works with digital maintenance checklists and logs per installation. Next to that, a customer portal has been implemented in which all information is digitally available for the customers. Order data and reports can be requested and downloaded directly by the customer.

“With this we can meet the many demands of our customers and we certainly not regretted our choice to choose for **WAY2CONNECT**”, says Van Uitert.

WAY2CONNECT