



## WILO MOVED ADMINISTRATION TO MOBILE DEVICES

WILO Magyarország Kft has gained positive experience since 2005 with Microsoft Dynamics NAV, but they have continuously searched for the opportunity to broaden the user base of their ERP system. A year and a half ago, Wilo put the MobileNAV application into action that MultiSoft developed, which has simplified a number of areas with its custom functions and service as well as automated the administrative work of service technicians at Wilo's service partners.

This year, Wilo will upgrade to the latest version of MS NAV. They want the professionals of MultiSoft to perform the upgrade who have already done significant development for Wilo's Hungarian subsidiary in the past 8 years.

The Germany-based Wilo SE mainly manufactures pressure intensifiers, water- and liquid pumps for industrial, utility and domestic use. Its Hungarian subsidiary has been established in 1991 with four employees undertaking the distribution of Wilo equipment. Today, the company employs 30 people and 75% of their revenue streams from products of building engineering. They have about a hundred wholesale partners and their gross revenue last year exceeded HUF 3 billion.

Since 2004, Wilo created profit centers at the Hungarian subsidiary, one of which is services. Nine partner companies are responsible for the installation, service, and maintenance of devices. Tasks were previously assigned by and administered on paper-based worksheets, which provided plenty of room for errors during worksheet processing. Not only did the introduction of the ERP system bring results for finance and invoicing but also simplified and accelerated the administration of the service profit center.



THE MAKER OF  
PROFESIONAL  
DOMESTIC PUMPS

### 10 YEARS OF MS DYNAMICS NAV...

*„In line with the parent company's decision, every European subsidiary shall use Microsoft Dynamics NAV, which we have been using for exactly 10 years now,”* recalled the introduction of the ERP system Katalin Fritz, CFO of WILO Magyarország Kft. *„In the first two years, the company that did the installation had numerous issues with the adaptation, customization of the services, and maintenance, therefore in 2007 we got in touch with MultiSoft, who fixed the issues in no time and ever since we use the system with their professional support. You should know that our General Manager is a real innovative person, who always has new ideas. The professionals at MultiSoft satisfy these innovative needs with custom development. A few years ago we started a program, in which our merchandisers roam the country with tablet devices and do needs analyses among existing and potential customers”* - added the CFO.

At the beginning of September 2013, when the service branch was created, it was already evident that tablets will best support the administrative work of service technicians. But it was an important issue what software should run on those tablets.

*„One of our expectations from the software to be installed was that it should be completely mobile, so that filling out worksheets after performing maintenance work on a pump could be done on site, on a tablet, without a pen, and should be printable in 3-4 copies at the customer's location. Wilo provided the necessary devices for*

*the service partners as well as the Internet connection that MS NAV requires.*

*„We found the solution in MultiSoft's MobileNAV software,*

*the services of which we perfected in the last year and a half, so today we can safely say that it satisfies all our needs. Technicians quickly got to like the software as its usage can be easily learned in 2-3 hours,”* Erika Prunk, leader of the service profit center, described the expectations prior to the roll-out of MobileNAV. Currently 50 technicians of 9 external partner companies use MobileNAV on a daily basis, but the number of service partners are continuously growing since Wilo plans to create such a service network that covers the entire country and which, in turn, makes it possible to reach every customer within a couple of hours.

### FROM ISSUE REPORT TO WORKSHEET

Wilo's customers can report an issue either on the phone or via a website. The report is automatically listed in the MS NAV system and in the service module of MobileNAV; and soon thereafter on the tablet of the nearest partner company's manager. Every issue report gets a tracking code, which the customer receives in an e-mail, and later, based on this code, they can track the status of a given task.

„Technicians primarily use MobileNAV to fill out worksheets and print those on-site. Naturally, technicians carry a mobile printer for this purpose. The severity of the issue can be selected from a five-level code system. The parent company also receives these codes, which provides serious help for the German software developers. Several reports can be generated based on data entered on the tablet and with the help of GPS coordinates it is possible to track where service technicians were and how many kilometers they drove.

As soon as we receive the completed worksheet we already know which service technician visited the customer, how much time he spent on maintenance and what parts were replaced. We can issue an invoice right after receiving the worksheet that the customer signs and stamps. The worksheet is so easy to read and aesthetic that it already won the admiration of our customers,” Erika Prunk listed the functions of the application.

There are several large companies among Wilo's customers who, due to business politics or data protection policy, cannot let non-employees use the Internet on site, or the work area (such as an inspection pit, underground, or basement) does not make it possible to use mobile devices online. However, the functions of MobileNAV work in offline mode as well, making offline data entry possible. When the technician leaves the protected or covered area then, after synchronization, the completed worksheet and all the other information are instantly available in a central system.

Katalin Fritz considers it important that customers can send photos when reporting an issue, which shows the model of the pump, how it is installed, its position and location. All these provide incredible help for service technicians who can prepare for the maintenance work before traveling to the customer's site, since these photos can be displayed on their tablets as well. At the same time, technicians can also take photos on site with their tablets and based on these photos they can quickly get an answer to their questions even from the German parent company.

## COMING SOON: MS DYNAMICS NAV 2015- NEW DEVELOPMENT IS ON THE HORIZON

As a pilot project, MS Dynamics NAV 2015 will be introduced at two of Wilo's subsidiaries in the near future, and one of the participants is the Hungarian company.

„We hope that MultiSoft will do the transition.

We will definitely move our merchandiser program to MobileNAV, thus our merchandisers will use their tablets to receive tasks and send their reports. Thanks to GPS, control is also done via MobileNAV, since technicians can be tracked and we can see what tasks they finished. Besides MobileNAV's service module, MultiSoft will also develop the merchandise module, which will enable our merchandisers to work with this application. And we also have further plans...,” added the Financial Manager.

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## EXPERIENCE

Based on the evaluation of the profit center's manager, the user interface of MobileNAV is clear and understandable, data entered on a tablet quickly appear in the MS NAV system, service technicians like it because it is much easier to use than filling out paper-based or carbon copy-based worksheets with a pen. Reports based on various aspects can be generated by a couple of taps on the tablet.

„Speed is essential when repairing a faulty pump.

„With MobileNAV, Wilo managed to improve reaction time:

I receive an issue report or a phone call and then I tell the partner center's manager who is the nearest to the customer to open the support ticket on a tablet. In turn, after refreshing the page, the manager sees all relevant information on the tablet: where and what kind of fault occurred, if the customer sends a photo then that can be displayed on a web interface and the assigned technician can immediately call the customer to make an appointment. When the technician finishes and closes the worksheet, he can take photos that we in the Wilo center can immediately see. Swiftiness is due to the fact that everything is sent over the Internet.

„At the end of the day, we can serve more customers in less time

and information is more neatly presented and quicker to retrieve. It is important that all my colleagues with the relevant rights should be able to see how a task is proceeding and this is an incredible advantage when a technician is on holiday or substituted. If I want to describe the advantages that MobileNAV offer in a word, I would say: efficiency,” Erika Prunk, manager of WILO Magyarország Kft's service profit center, summed up their experiences.



**Fritz Katalin**  
CFO of  
WILO Magyarország Kft.



**Prunk Erika**  
manager of service  
profit center