

## Increased efficiency with mobile solutions from IFS

**Anticimex has been working with pest control for more than 70 years. In recent years it has extended its offering to include food safety programs for the food processing industry and a range of preventive and protective solutions for agriculture and industry. It also offers solutions for damp, fungal and bacterial problems. Anticimex has more than 1400 employees, with annual revenue exceeding €120 million.**

Using IFS Applications™ for Service Management, service technicians at Anticimex save up to 15 minutes per service order. As the company processes more than 400,000 service orders annually, this means that tens of thousands of hours can be spent instead on enhancing Anticimex's service to its customers.

### The Challenge

The main reason why Anticimex decided to introduce a new service order system was to streamline the work of its service technicians, which number several hundred. The new system would have to efficiently handle the scheduling and follow-up of the wide variety of service agreements used by Anticimex. Besides its 300,000 agreements directly with private customers, Anticimex works with all insurance companies in Sweden to settle damage claims under the terms of customers' home insurance policies. Moreover, the company has long-term agreements with 56,000 corporate customers, who are provided with preventive measures and inspections at regular intervals during the year to guarantee predefined service levels.

Maya Olsson, director of IT at Anticimex, recalls, "We needed a solution that could handle the huge volumes of agreements we were committed to. We also needed scheduling support to optimize the balance



of our fixed commitments versus unscheduled calls over the year." In addition, it was important to be able to share information about customer issues with the insurance companies.

### The solution

Anticimex compared different solutions for service order management to find a standardized system to fit its needs. IFS Applications for Service Management was chosen.

"IFS offered the most standardized solution for our requirements," continues Maya Olsson. "And the fact that the service module was integrated with the financials software was a major benefit. With the system in operation, I get a complete overview of our entire process."

### Benefits

Today, Anticimex is in the process of enabling its service technicians to directly access the solution using handheld computers that accompany them on their rounds. This mobile solution is being piloted in five Swedish cities and will eventually be rolled out



nationwide. So far, the technicians have expressed enthusiasm about the potential of the new technology. Now, instead of submitting paper-based reports that are entered into the system by the administrative staff, they can report directly into their

handheld computers and thereby eliminate much of the manual work. As a result, time reports are more exact, making planning and follow-up much easier.

Anticimex has more than 40 regional offices with 160 administrators who receive customer orders via telephone and prepare work orders that are picked up by the service technicians each day before they start their rounds. The work order must enable the technicians to quickly locate the customers and plan the week's route. To make this easier, land survey data are integrated into the system.

"We have 700 technicians whose time can't be wasted on unnecessary administration. We need to optimize every step of their work," Maya Olsson emphasizes. A mobile solution puts great demands on the technology if productivity gains are to be realized. Nothing should go wrong—otherwise our technicians will revert to using pen and paper."

Since the technicians themselves report data about traps, pesticides, and how long the call has taken, Anticimex saves an average of about 30 seconds per technician. Documentation of more thoroughgoing inspections for corporate customers can result in savings of up to 15 minutes per technician.

"We pass on these improvements to our customers in the form of faster and better delivery of documentation," says Maya Olsson. "It's important to continuously consider customer value. Some customers

want to be able to store documentation electronically for longer periods. Others prefer a printed report directly in the hand. The optimal solution would be to equip our technicians with mobile printers so that they can hand over inspection reports at the customer site as soon as the job has been completed."

Today, files containing customer data are sent from the service order system to the insurance companies and vice versa. Anticimex can see the time spent on the respective insurance companies' customers, which forms a basis for providing them with even better service. Maya Olsson says that the next step is to allow the customer access to the entire process via a Web solution. Anticimex's own customers as well as the insurance companies' customers will be able to place their calls directly in the Anticimex Web store, retrieve reports via an extranet solution, and track their specific issues as they progress toward completion.

The next version of the solution will also enable more advanced analysis. Today, Anticimex focuses strongly on prevention. For example, the company has developed a hygiene concept for the food processing industry. It is important to be able to track industrial facilities to observe the prevalence of various types of vermin and relate this to actions that have been implemented.

#### **Enormous savings potential**

Assume that a company has more than 300,000 service orders a year. We know that mobile connections can save at least 5 minutes per order. We also know that a typical service technician costs about US \$50 per hour. Over a year, this means savings of about US \$700,000.

What if a company saves 10 minutes per order? That's savings approaching US \$1.5 million.