

Increased competitiveness with the help of IFS Applications for Service Management™

IFS Applications for Service Management™ helped Bravida introduce a number of operational changes which allow it to compete more successfully in the market for facilities management. The work of the service technicians has been optimized, while invoicing and financial control have become more precise.



The Setting

The Bravida Group, with operations in Sweden, Norway and Denmark, has over 5,400 employees and annual sales in excess of US\$ 600 million. Bravida is represented at almost 100 locations in Sweden and provides customized maintenance and service for all types of installations in its customers' facilities. Previously, the organization often depended on hand-written messages to specify work done for the customer, which exposed the company to a major risk. Bravida business concept and commitment to customer satisfaction and profitability placed advanced demands on the new system. Moreover, its geographically widespread customer base involves many local branches that need to communicate with the ERP system. An

integrated system was needed which stored information centrally and which was accessible to authorized employees at all locations. Bravida also wanted to link field technicians to the information generated within the company via the Internet and mobile communication, thereby including them as part of the total information flow. A number of IT systems, more or less adapted to company operations, were in use. The lack of integration made follow-up, analysis, and statistics very difficult. Moreover, the software developed in-house demanded increasingly more support.

The Solution

“IFS gives us the freedom to design our service contracts according to the needs of our customers, allowing them to choose freely among various solutions while, simultaneously, adapting costs to the service required. The options range from quick, acute repairs to total undertakings with contracted facility maintenance,” comments Stefan Lövgren, regional manager for Bravida. Service contracts can be based on running or fixed charges, but there are even contracts with guarantee undertakings, where customers purchase service for a function, e.g. an elevator or a laundry, and Bravida operates and maintains it. Ulf Thelander, IT manager at BPA Service explains: “We needed a flexible standard system that could support the flows and processes throughout our operation. The component-based architecture of IFS Applications™ and IFS' commitment to service were in line with our own approach. Further, the client /server environment provides major opportunities for developing new services and functionality.” Ulf Thelander continues: “Bravida must be visible on the Internet, but we will also use the IFS web client to provide efficient customer

support and added value both for our partners and for our field technicians. With the IFS web client our customers can place their spare parts and service orders directly in IFS Applications™. Customers can also check the status of the facility, review projects, and retrieve reports and statistics on work carried out. Naturally our own employees also use these functions to get new assignments, to report in, or to download important documentation without having to come to the office.”

Implementation

First, IFS Financials™ was implemented, and went live in August 1998. Parallel with this Bravida began implementing the other parts of IFS Applications™. One important element was to describe the customers' facilities—Bravida handles facilities covering approximately two million square meters—and to import existing data to the common database. IFS' consultants helped configure the system, especially when important business processes were defined. These were modeled and described using IFS Business Modeler™, which analyses business processes stepwise and links them to IFS Applications™. The customer service center, the administration, and the first branches went live with the complete system at the end of October 1998. The administrative system support for Bravida covers all aspects of service delivery, e.g., contract administration, work orders for service, warranty management, preventive maintenance, planning tools, invoicing, financial control, competence, purchasing, and inventory control. “In the future we see great possibilities for further developing our services. The WWW is one example. I am convinced that we will be able to offer added value both to our customers and our employees,” concludes Ulf Thelander.

Advantages for the company

- Smoother flow of data through the company
- Better consolidation of data
- Better overall service planning
- Flexible service agreements
- Better operational analysis
- Lower overall operational costs

Advantages for the employee

- Easier access to data on equipment repair history
- Access via Internet using the web client
- More accurate information on availability of parts needed for specific jobs
- Ability to reserve parts needed and handle purchase requests in the service delivery process
- Easily accessible process models of the workflow and an intuitive Windows interface reduces training time

Software

IFS/Equipment™, IFS/Work Order™, IFS/Preventive Maintenance™, IFS/Customer Orders™, IFS/Invoicing™, IFS/Inventory™, IFS/Purchasing™, IFS/Scheduling™, IFS/Document Management™, IFS/General Ledger™, IFS/Financial Ledger™, IFS/Report Generator™, IFS/Accounts Receivable™, IFS/Accounts Payable™, IFS/Fixed Assets™, IFS/Consolidated Accounts™, IFS/Accounting Rules™. Web client

Hardware

Hewlett Packard HP9000 K460/2

Workstations

Windows based PCs

Internet Explorer