

Komax USA
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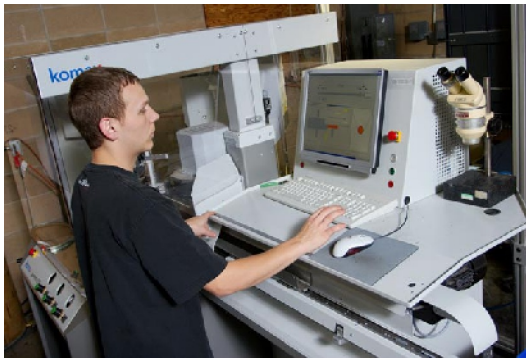
Komax USA Improves Field Service Productivity & Customer Retention With SM-Plus

Business Description:

Komax, founded in 1975, is one of the world's leading providers of wire-processing systems and assembly automation equipment. Headquartered in Dierikon, near Lucerne, Switzerland, the company offers a full product palette, ranging from cutting and stripping machines to complex, fully automated manufacture of wire harnesses. Today, Komax offers assembly and testing processes that go far beyond pure wire-harness processing. The Komax Group operates production facilities in Switzerland, the United States, Portugal, France and China and maintains a global distribution and service network. Its primary markets are large tier-one automotive suppliers as well as the household appliance, office equipment, telecommunications, medical technology, solar energy, and IT sectors.



SM-Plus helps Komax distinguish itself from its competitors because of the efficient service it provides to customers.



SM-Plus makes it possible to plan maintenance when it will least interfere with productivity and high customer demand time periods.

Business Goals:

Komax USA had one overriding goal. The company wanted to provide products of the highest quality level possible. Equally important was the goal of improving service to customers and distinguishing itself from its competitors. In order to do so, Komax USA needed a service management solution that would seamlessly integrate with its existing ERP system. The solution needed to fill several roles, including: manage service-related calls, track critical customer/machine-related incidents and warranty information as well as track billable and non-billable service work. Komax wanted to resolve issues managing information flow between customer service and back office personnel. They also needed an integrated mobility solution that would help technicians work more efficiently in the field and be more productive while in the office.

The Single Source Product:

SM-Plus has a proven track record for helping companies manage and maintain critical assets. It improves efficiencies by allowing a smooth flow of information between departments, eliminating bottlenecks in the service operation and providing for the cost-effective use of resources. SM-Plus also tightly integrates to ERP financials, purchasing, inventory control, costing and management reporting. Total visibility enables managers to analyze key performance indicators and service operation metrics throughout the organization.

In Their Words

“Our organization has benefitted tremendously from working with Single Source and their products. The proactive, open-minded approach they take in working with their customers makes them a valuable resource to improve productivity within an organization and throughout I/T. They are truly a partner and assist us in getting the most out of our Service Management solution. They add value to everything we do.”

–Chris VonEhrenkrook
Manager of Information Technology

Office & Wireless Mobile Solutions Help Komax Optimize Efficiency

Business Results:

With the FS-Plus contact center features, call entry has been simplified, allowing Komax customer service reps to enter problem reason and resolution codes, notes, steps, and solutions into the database, while also providing powerful tools to track and manage customer inquiries through detailed incident tracking. Historical data can be queried by customer or machine serial number for quick problem resolution, allowing Komax to respond faster to customers. The service department is logging and resolving more calls than ever before without increasing the number of personnel. SM-Plus has provided customer service and engineering personnel complete visibility of warranty information on any given machine at any given time from a single screen.

Integrating Single Source Instant Order Fulfillment (IOF) and UPS Shipping Interface software to their system has dramatically improved the information flow between customer service and office personnel. IOF has provided customer service personnel single

screen work capabilities allowing them to look-up item availability and enter orders easily while on the phone with customers. It has given the customer service reps critical information at the time of the call, eliminating the need for multiple call backs.

The UPS Shipping Interface has eliminated the need for two customer databases – one in ERP and one in UPS Worldship. This has provided for more accurate shipping information to be generated and has eliminated duplicate data entry of shipping information in the UPS system and in order entry (weights, tracking information and insured value). Single Source linked this information with the Komax workflow automation system to allow tracking number and shipping information to be e-mailed to customers when shipments are complete, vastly improving the customer service experience.



Customers rely on Komax to keep their mission-critical equipment performing.

In Their Words

“Before the implementation of SM-Plus Mobile, the biggest complaint our technicians had when they traveled was that they didn't have easy access to critical service information remotely. SM-Plus Mobile has allowed us to utilize our service management system more fully outside of the office, giving technicians more flexibility, knowledge and access to the system remotely.”

–Chris VonEhrenkrook
Manager of Information Technology

Finally, the added integration of the SM-Plus Mobile software extension has allowed Komax service personnel to take all critical customer and equipment information on the road with them. Technicians now can access comprehensive history on all customer machines—what work has been done in the past as well as work needed to be completed while on site. Field technicians now can record incidents and track problems encountered and resolutions performed while at the job site. Labor time, material and miscellaneous expenses can also be easily logged into the system remotely, allowing accounting to quickly invoice customers and shorten the accounts receivable period dramatically. SM-Plus and the SM-Plus Mobile solution have helped Komax achieve its objectives of providing the highest quality products and services to customers while also improving efficiencies.

“Since implementing SM-Plus, we have doubled the number of machines we service and support without needing to add personnel.”

–Chris VonEhrenkrook
Manager of information
Technology

About Single Source

Established in 1985 as an information technology consulting and software development company, Single Source develops and supports software designed to improve operational efficiencies for mid-sized service-centric organizations. Customers attest to unmatched levels of support, including phone support, product enhancements, services packs, web-based support, training, consulting and custom software development services. Single Source is a Microsoft Gold Certified Independent Software Vendor (ISV) and serves more than 400 customers worldwide helping them improve efficiencies and maximize profitability.



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