



CASE STUDY

CHRIST WASH SYSTEMS AUTOMATES SERVICE PROCESSES AND ALLOWS CUSTOMERS TO SHINE



Christ Wash Systems (Otto Christ AG) has been one of the leading manufacturers of car wash systems in Europe since 1963. The product portfolio of Otto Christ AG includes gantry wash systems, wash tunnels, self-service wash systems and tram, train, bus and truck wash units as well as water recycling systems. Otto Christ AG is a family-owned company employing 1,500 people and maintains subsidiaries in Austria, Switzerland, the Netherlands, the Czech Republic, Slovakia, Hungary, Spain and France.

The car wash manufacturer's slogan „More than car wash“ also quickly becomes apparent when talking to Stefan Bernhard. He makes it clear: „At Otto Christ, we attach great importance to customer satisfaction, clever processes that reduce the burden on staff and the opportunity for continuous improvement.“

The challenge

But: How do you manage to transfer knowledge, automate processes and optimize the routes of engineers? How can fault messages be recorded in a customer-friendly manner? And how can the mobile app, ticket system and route planning software work hand in hand? Otto Christ AG has dealt extensively with this challenge. A corresponding bachelor's thesis was also completed within the company and initial possible processes were visualized: Always on the look-out for a route planning software that could both digitally map and automate the service processes of the organization in their entirety.



Industry: Plant engineering and construction

FLS product: FLS VISITOUR

Requirements:

- Software-supported optimization and automation of service processes
- Connection to existing ticket system and mobile app
- Short implementation phase and rollout across several countries
- Focus on the integration of employees in the change process

Benefits:

- Reduction of costs through optimum route scheduling: Up to 25% less mileage
- Best customer service through SLA-compliant, fully automated scheduling of maintenance and interval appointments
- More efficient processes and optimized interaction between office and field staff thanks to real-time information
- End-to-end digital processes and 100% call transparency

More information: www.christ-ag.com

MORE ►

CHRIST WASH SYSTEMS AUTOMATES SERVICE PROCESSES AND ALLOWS CUSTOMERS TO SHINE



The solution

Christ Wash Systems found the ideal solution in FLS: In an initial proof of concept in Austria in the fall of 2019, it was first verified that FLS VISITOUR, as a central scheduling and optimization intelligence, can map and automate all service processes in real-world situations. After a successful pilot phase, preparations for the Austrian rollout commenced in May 2020. The initial step saw the entire service sector of the wash units being connected to FLS VISITOUR. A comprehensive solution was created through optimum connection to Otto Christ's leading ticket system and its own mobile app. Previously, it was difficult to record all the details of fault messages that engineers received directly by phone. Thanks to the seamless integration of FLS VISITOUR, faults are now easily recorded, scheduled and stored to ensure that all the involved parties have a constant overview of the current situation and that full transparency of the calls is guaranteed.

Today, Stefan Bernhard says that FLS VISITOUR is much more than just route optimization software. He appreciates the automation potential of the solution, which improves both customer and employee satisfaction long-term and will reduce the company's CO2 footprint and travel periods.

The benefit

Thanks to FLS VISITOUR, Otto Christ has succeeded in optimizing the entire scheduling process: Planning of maintenance and repair calls is now fully automated. Team leaders can focus on staff management, customer service & sales and escalation management and are thus truly accessible to customers and employees.

Otto Christ can now plan service deployments fully automatically and precisely according to a wide range of applications while taking into account the relevant factors for each customer:

“ FLS VISITOUR is a powerful tool with many parametrization options. We currently use only a fraction of the functions, but in the future we want to make more adjustments to further optimize our way of working and our business.

Stefan Bernhard, authorized signatory of Christ Wash Systems

Otto Christ has calculated the working hours which engineers spend on the road and has come to the conclusion that 25% of an engineer's time is spent driving.

“ Even if we apply a slightly more conservative calculation and only assume 10% less travel time, we would still save 100 hours per week in Germany alone. By saving this valuable time, our employees can now focus even more on our customers and create the best possible experience for them. An amazing result!

Stefan Bernhard, authorized signatory of Christ Wash Systems

The biggest challenge along the way? As a cooperatively managed company, it was important to convince all field staff members of the benefits. In the meantime, even initial skeptics say: „It's great to have a system that gives us direction. A system that reduces the workload and provides us with optimum support.“

Rollout in Germany is planned for fall 2020 and will be backed up by comprehensive training sessions at regional conferences throughout the country. And Otto Christ has already defined the next goal: In a second step, following the success in the service sector, installation work is also to be planned and organized using FLS VISITOUR.



FLS contact:

Jeremy Squire · Managing Director · FASTLEANS SMART UK LTD.
T +44 1183 800189 · jeremy.squire@fastleansmart.com
www.fastleansmart.com/en

Scan QR Code
for more
Case Studies

