



CASE STUDY

FIT FOR SERVICE WITH END-TO-END DIGITAL PROCESSES FOR AN EXCELLENT CUSTOMER EXPERIENCE



The Johnson Group has been successfully producing and selling fitness equipment for private and commercial use for 43 years and is one of the largest fitness equipment manufacturers worldwide. The Johnson Health Tech. family includes eight independent brands with an extensive portfolio.

When it comes to equipping a private home gym or a state-of-the-art multi-user gym, Johnson Health Tech. provides solutions for every level of fitness and budget. The premier brand MATRIX as well as the Horizon and Vision Fitness brands for premium end customers are distributed from the company's site in Frechen – Germany. Johnson's global network consists of manufacturing facilities in Shanghai and Taiwan as well as research and development centers in North America, Shanghai, and Taiwan. Further, Johnson has a global network of 26 subsidiaries with a service network spanning 60 countries.

The challenge

Johnson Health Tech. GmbH was looking for a professional appointment and route scheduling solution for its field engineer deployments. The focus was on fast and effective real-time scheduling in order to provide professional customer service with reliable service appointments. The goal was to replace Excel scheduling with an end-to-end digital solution and processes, thereby enabling real-time interaction between office and field staff for a better customer experience.

The solution: End-to-end digital processes with FLS VISITOUR and FLS MOBILE

Implementation was realized after the kick-off – fast, lean, and smart: The time from inception to go live was less than 8 weeks. Johnson uses FLS VISITOUR to optimize appointment and route scheduling for field engineer deployments throughout Germany.



Industry: Healthcare

FLS products: FLS VISITOUR / FLS MOBILE

Requirements:

- Introduction of a software-based appointment and route scheduling solution throughout Germany as well as a mobile solution for scheduling/customer service and field engineers
- Integration of the CRM system
- Short implementation phase and rapid go-live: < 8 weeks

Benefits:

- Reduction of costs through improved route scheduling: 25% less mileage (15% on average)
- Improved customer service thanks to valid information – based on real-time data
- More efficient processes and optimized interaction between office and field staff resulting from real-time information
- End-to-end digital process and data exchange: CRM – FLS VISITOUR – FLS MOBILE

More information: www.johnsonhealthtech.com

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Calls generated in the CRM system are scheduled in FLS VISITOUR and the field team is connected via FLS MOBILE. This enables an end-to-end digital process and data exchange in real time.

The results

Johnson has been able to sustainably reduce its costs through improved route planning and to reduce mileage by up to 25%, resulting in an average saving of 15%. Permanent synchronization of the FLS VISITOUR and FLS MOBILE systems ensures centralized scheduling with real-time data that can always be incorporated into the continuously updated route schedule. Furthermore, real-time synchronization guarantees field engineers access to reliable data for their scheduled working day and calls to provide customers with valid on-site information.

This leads to more efficient end-to-end digital processes along with improved customer service and greater customer and employee satisfaction. When summarizing the core benefits of the FLS optimization solutions.

“ We’ve managed to move away from Excel! Customer inquiries can now be assigned directly and we can give immediate feedback on the engineer’s expected time of arrival. Any absences, e.g. due to illness, have already been considered. Compared to the previous method and processes, this is a huge advantage. This solution is easy to use – without any performance problems whatsoever.

Michael Hoffmann, IT Manager Johnson Health Tech



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