



## CASE STUDY

# OPTIMIZED COOPERATION THANKS TO A PERMANENT EXCHANGE OF INFORMATION



**Minimax has been one of the leading brands in fire protection for more than 110 years now. The current Minimax Viking Group posted turnover in the region of €1.3bn in 2013 and employs around 7,000 people worldwide. The company headquartered in Bad Oldesloe, Germany, runs several research, development and manufacturing facilities. Be it in car plants, power plants, logistics centers, office and administration buildings, data centers or on ships, Minimax provides tailored solutions wherever there is a threat of fire and offers a comprehensive range of services after installation of fire protection systems.**

### **The individual solution with FLS VISITOUR and FLS MOBILE**

Minimax uses FLS VISITOUR to manage and schedule its over 650 service engineers throughout Germany. Maintenance calls created in SAP are scheduled in FLS VISITOUR, dynamically updated with emergency callouts, and sent to the field engineers in real time. The engineers use a version of FLS MOBILE, which is tailored to the special needs and challenges of Minimax.

### **The results**

Permanent synchronization of the FLS VISITOUR and FLS MOBILE systems ensures that central dispatching management is provided with real-time data that can be incorporated in the current route schedule. Furthermore, real-time synchronization guarantees field engineers access to reliable data for scheduling their working day and for providing customers with appropriate information on-site.

**Industry:** Fire protection

**FLS products:** FLS VISITOUR / FLS MOBILE

### **Requirements:**

- Introduction of a software- based appointment and route scheduling solution as well as a mobile solution for 650 service engineers
- Integration in SAP
- Mapping a vast number of customer-specific requirements and customizations

### **Benefits:**

- Reduction of costs through optimum route scheduling
- Improved customer service thanks to valid information – based on real-time data
- More efficient processes due to real-time information

**More information:** [www.minimax.de](http://www.minimax.de)



**FLS contact:** Jeremy Squire · Managing Director  
FASTLEANSKART UK LTD.  
T +44 1183 800189 · [jeremy.squire@fastleansmart.com](mailto:jeremy.squire@fastleansmart.com)  
[www.fastleansmart.com/en](http://www.fastleansmart.com/en)