



CASE STUDY

SCHORER + WOLF UTILIZES FLS REAL-TIME TECHNOLOGY TO GUARANTEE SAFETY – EVEN IN TIMES OF CRISIS



Under the motto ‘we ensure your safety’, SCHORER+WOLF has made a name for itself as a leading team of technical inspection and safety experts. SCHORER+WOLF are active in three specialist areas throughout Germany: Evaluations (damage assessments), testing (GTÜ partner) and safety.

The service portfolio is extremely diversified and specialized. SCHORER+WOLF has positioned itself as a full-service provider, thereby offering its customers the best possible service in all aspects of damage management, testing and safety.

Kick-off for the introduction of FLS software at SCHORER+WOLF took place at the start of 2020. Just six weeks later, the team of inspectors and safety experts were using FLS VISITOUR and FLS MOBILE as part of their daily operations. Six weeks – during which daily and business life was turned upside down by the COVID-19 outbreak. Through more effective and efficient processes, SCHORER+WOLF was able to maintain its daily operations and use the ‘crisis period’ to further optimize its processes based on FLS software technology, thus moving forward the digital transformation of its business and making itself fit for the future.

The Challenge

SCHORER+WOLF faced the challenge of digitalizing its processes efficiently and purposefully while sustaining growth in a highly competitive market. In addition to reducing the workload for office staff through optimized, fully automatic scheduling and route optimization, the real-time integration of field staff was also required at the same time.



Industry:

Technical Inspections & Testing

FLS product:

FLS VISITOUR / FLS MOBILE

Requirements:

- Introduction of a software-based intelligent route scheduling solution as well as a mobile solution for experts out in the field
- Digital and transparent processes throughout to support a complex range of field visits with various skill requirements
- Reducing the workload for office staff thanks to fully automatic and intelligent route scheduling
- Real-time integration of field staff

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When outlining the challenge facing the company, Alexander Siegl, an Application Developer at SCHORER+WOLF, says: “We view digital transformation as a means to designing all processes in a customer-oriented and fully digital manner. This enables us to achieve faster response times and a higher level of customer satisfaction, while maintaining efficiency and complete transparency for all our calls – even when solving complex skill management issues involving a vast number of call types.”

The solution:

optimum fully automatic scheduling with mobile integration

By using the FLS solutions FLS VISITOUR and FLS MOBILE, SCHORER+WOLF is able to plan from a central location and process calls digitally throughout, with fully automatic scheduling and deployment of experts to on-premise service appointments. Real-time status feedback from these inspectors using FLS MOBILE enables precise in-day scheduling and outstanding punctuality management, hence a high level of customer satisfaction.

The results

The seamless operation of FLS solutions, flexible tailoring to their requirements for reliability and punctuality and complete transparency of deployments and appointments are the reasons why SCHORER+WOLF swear by FLS.

With software-supported service and deployment scheduling, SCHORER+WOLF is now well positioned to optimize the workload and increase the efficiency of both office and field staff – able to cope with greater customer volumes and continued organizational growth.



Benefits:

- Efficient, transparent and digital processes throughout and optimized interaction between office and field staff resulting from real-time data exchange
- Precise planning and optimum punctuality
- High level of customer satisfaction
- Reducing the miles traveled
- Efficient utilization of staff based on their capacity and ability
- Scalability: Optimizing the workload and increasing the efficiency of both office and field staff to cope with greater customer volumes and continued organizational growth

More information: www.schorer-wolf.de

“We decided in favor of FLS because there is no other system like it. Our market is highly competitive and we want to further expand our service business, which is always geared towards what the customer wants. The customer experience plays a key role in this. The FLS solutions have put us on an excellent footing to provide our customers with the safety they need and service they want, not just today, in times of crisis, but also in the future.”

Alexander Siegl, Application Developer SCHORER+WOLF



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