HOUSING MAINTENANCE SERVICES BENEFIT FROM INNOVATIVE SCHEDULING SOFTWARE

FAST LEAN SMART. *fls*

Headquartered in Bochum, VONOVIA is Germany's largest residential property company. It lets, manages and maintains to a high standard approximately 220,000 houses and apartments, 43,000 garages and parking areas, 1,500 commercial units.

Vonovia selected FLS VISITOUR to streamline operations and ensure a cost effective service is delivered. Due to this innovative appointment scheduling and route optimization software, just 4 dispatchers now control and provide escalation management for the efficient deployment of 1.190 field service staff.

FLS VISITOUR was tightly integrated into their existing SAP environment so that team members can create orders within SAP CRM, or customers can self-serve via a website, and receive route optimized appointment proposals from FLS VISITOUR within seconds, taking into account required skills, location of keys etc. One of the suggested times is then confirmed and kept firm by the system. Field staff access their appointments and capture status and completion information using tablet PC's running SAP CRM software without the need for synchronization. They are also provided with a 'Customer Container' of other jobs which are within 300 meters of the route and can choose which of these to complete if ahead of schedule.

The results
VONOVIA have established an innovative customer service organization using FLS VISITOUR that has led to increased customer satisfaction, significant cost savings and more flexible and efficient deployment of the field resources.

VONOVIA

Industry:
Facility Management

FLS product:
FLS VISITOUR

Requirements:
• Effective deployment of 1.190 field staff
• SAP/CRM integration
• Website integration

Benefits:
• Significant cost savings
• Customer service improvements
• Increase in customer satisfaction

More information: www.vonovia.de

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