



# LANTMÄNNEN MASKIN AB

## ABOUT LANTMÄNNEN MASKIN

Lantmännen Maskin is a Scandinavian company based in Sweden. The company works with all kinds of agricultural machinery; new machines, used machines and spare parts. The company sells Valtra, Fendt and Claas tractors, Claas combined harvesters and a broad range of tools and haymakers. Together with their sister company Swecon, they have 70 workshops offering fast expert service in Sweden.

In its capacity as a business partner, Lantmännen Maskin takes responsibility for the entire chain from import to sales, spare parts and servicing. Lantmännen Maskin's head office is in Malmö.

Lantmännen Maskin is owned by Lantmännen, which is one of the largest groups within food, energy and agriculture in Scandinavia. In 2012, Lantmännen Maskin had 735 employees and net sales in excess of SEK 2.9 billion. Swecon had 441 employees and revenues of SEK 2.5 billion.

## QUOTES – LANTMÄNNEN MASKIN AB

*"Outdated systems meant that it could take a long time for final reporting of orders to take place, so we got the impression that a large number of hours were not being billed. This was why we had a clear desire to reinforce reporting from our mobile service engineers – and we have largely been successful in this. The fact that everything is now run in real time means that we have a simple, cost-effective tool for managing the company's supply of services."*

**ANDERS SEGERVALL, IT SERVICE MARKET, LANTMÄNNEN MASKIN AB**



## ABOUT MARK INFORMATION

Mark Information is an innovative software company offering the Workforce Management solution ProMark from offices in Denmark, Sweden, Norway, United Kingdom and Romania.

ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way.

We service global corporations and have more than 1000 installations and 300,000 users.





# LANTMÄNNEN MASKIN AB: EFFICIENT, SIMPLE AND PROFITABLE SERVICE ORDER MANAGEMENT

## THE CHALLENGE

- Long lead time from completion of work to billing
- Negative difference between billed time and work completed
- Extensive and manual administration in connection with time reporting and pay
- Non-optimised planning of staff and tasks

## PROJECT SCOPE AND SUCCESS CRITERIA

- A solution shared by the entire organisation
- Real-time reporting
- Short lead time from reporting (mobile) to billing
- Integration with M3
- Simple, intuitive reporting interface
- Planning at individual level

## KEY METHODS

- Implementation of
- ProTime for time reporting
  - ProJob for service orders
  - ProMobile for mobile data recording
  - ProReport for reporting
  - ProHost for integration with M3 and HR-plus
  - ProPlanning staff planning in the next step

## OUTCOMES

- Efficient real-time reporting using mobile devices for all 350 service engineers
- Streamlined service order management for all 70 workshops
- Individualised staff planning
- Efficient pay generation via a shared service centre



## PRIMARY RESULTS

- Fast, efficient feedback on the company's servicing commitments
- Correct and fast billing of servicing commitments, so allowing an increase in the billing rate equivalent to 4.5%
- Reduced use of resources in the pay management process

