

LANTMÄNNEN MASKIN AB



ABOUT LANTMÄNNEN MASKIN

Lantmännen Maskin is a Scandinavian company based in Sweden, working with all kinds of agricultural machinery; new machines, used machines and spare parts.

In its capacity as a business partner, Lantmännen Maskin takes responsibility for the entire chain from import to sales, spare parts and servicing. The company sells Valtra and Fendt tractors, Fendt 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.

Lantmännen Maskin is owned by Lantmännen, which is one of the largest groups within food, energy and agriculture in Scandinavia. Headquartered in Malmö, Lantmännen Maskin has approx. 750 employees and net sales in excess of SEK 3.8 billion. Swecon has 560 employees and revenues of SEK 4.5 billion.



QUOTES

“ *To ensure that all hours were invoiced, 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. With the new portal, our managers have a smooth and simple interface making the work process of handling and editing jobs as well as approvals more efficient.*

ANDERS SEGERVALL, IT SERVICE MARKET

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.

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
- Short lead time from mobile reporting in real time to invoicing
- Simple, intuitive reporting interface
- Planning at individual level
- Smooth handling of jobs with multiple functions in the new portal – and simultaneously, a simpler IT solution

MODULES

- Time reporting (ProTime)
- Job/service order registration (ProJob)
- Mobile data recording (ProMobile)
- New ProPortal for managers' handling of jobs and approvals
- Reporting (ProReport)
- Integration with M3 and HR-plus (ProHost)
- Employee scheduling is the next step

OUTCOMES

- Efficient real-time reporting using mobile devices for all 350 service engineers
- Streamlined service order management for all 70 workshops
- Smooth, intuitive user interface in new portal for managers' handling of service orders
- 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, allowing an increase in the billing rate equivalent to 4.5%
- Reduced use of resources in the pay management process
- Looking forward to lower IT costs due to simpler technical handling with portal instead of heavy clients