

# core



«In the peak season, we handle more than 20 assignments per day. Due to incidents that cannot be planned, such as technical malfunctions or «surprises», the schedule changes very often and very quickly. The use of field service allows us to be flexible without having to make countless phone calls to the service technician.»

**Dani Mühlebach,  
Managing Director**

## Case Study

# Managing service calls quickly and easily.

### Initial Situation

Renggli Schwimmbadtechnik takes over the responsibility for the construction of garden and indoor swimming pools in order to fulfill the dream of your own swimming pool. Transparent data management and functioning internal and external communication are extremely important to ensure that the swimming pool is implemented as desired. In order to improve the work and customer relationship processes, Renggli Schwimmbadtechnik was looking for a solution which gives the possibility to implement the optimized measures.

### Challenge

The Schedule is constantly and quickly changing due to incidents which cannot be planned upfront. Simple and fast scheduling of the operations is therefore of great importance. Another aspect is the difficult access to relevant information, which ensures internal as well as external communication. The employees of Renggli Schwimmbadtechnik must be able to carry out orders immediately and record any follow-up checks.

### Partner - DATA UNIT AG

Data Unit AG is an IT company founded in 1974 and based in Sursee, Switzerland. Since then it has been successfully providing IT services at a high level. Our main field of activity is the development, implementation and maintenance of business solutions. As a leading SAP Business One Competence Center, Data Unit AG is the ideal partner for trade, service and manufacturing companies.



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## Solution

The Field Service solution enables the scheduling of service deployments via the cloud based planning tool (Workforce Management). With SAP FSM, technicians can access all relevant customer information in real time, making their work much easier. In addition, integration with SAP Business One means that every service assignment can be recorded directly on site.

## Added Value

SAP FSM offers Renggli Schwimmbadtechnik an almost paperless work in the service process. By eliminating administrative work, more than 1,500 hours can be saved per year. Another important added value is that every reported service assignment is available immediately after recording in SAP Business One and can then be evaluated.

## Customer - Renggli Schwimmbadtechnik

Since 1999 Renggli Schwimmbadtechnik has been fulfilling the dream of many homeowners: their own swimming pool. As a proven specialist, the company takes overall responsibility for the construction of garden- and indoor-swimming-pools in a wide variety of designs. The range also includes the modernization and renovation of facilities, as well as the introduction of intelligent energy concepts.

**RENGGLI**  
Schwimmbadtechnik

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## Solutions in use



SAP Field Service Management



SAP Business One



Coresuite

## About Coresystems AG

Coresystems AG, headquartered in Zurich, Switzerland, develops innovative apps and cloud solutions that help companies make their business processes and customer service more efficient. With the help of AI and machine learning, Coresystems takes the field service of medium-sized and large companies to a new level. Coresystems' advanced platform helps customers save costs and improve their service performance and operations by identifying the root causes of problems before a service technician arrives on-site at the customer's location.

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