

core



«Everyone involved really liked this low-cost and innovative solution from the beginning and it represents our first step towards mobilizing and accelerating other SAP ECC processes.»

Andreas Berg,
CIO WOLFFKRAN AG

Case Study

Significant savings through efficient process control.

We are familiar with seeing WOLFFKRAN's cranes up in the clouds, but since March 1, 2011, they have been joined by the company's data. The leading manufacturer and leasing company for revolving tower cranes is using SAP Field Service Software to mobilize its service technicians and to integrate related business processes fully in SAP ECC via cloud computing.

When a construction project reaches for the skies, the red revolving tower cranes from WOLFFKRAN are never far away. WOLFFKRAN's unique system offers the right solution for any lifting and conveying application, from the earth to the heavens and anywhere in between. WOLFFKRAN'S current leasing fleet consists of 700 cranes which are used all over the world.

As construction projects progress, the service technicians assemble, extend, dismantle and transport the cranes to the next building site. Until recently, the company used a purely paper system to keep track of these service assignments and record the hours worked.

Wolffkran International AG

WOLFFKRAN. The name is synonymous with experience and expertise in the construction of revolving tower cranes. Proficient and innovative, the company has made a crucial contribution to the rapid development of conveying technology right up to the present day. Julius Wolff laid the foundation stone for this success story over 100 years ago with the construction of the first revolving crane. Some years later a revolutionary invention followed with the construction of the first top-slewing tower crane.

Today around 800 hardworking employees in the WOLFFKRAN group ensure that the tradition of innovation continues uninterrupted and that the name WOLFF stands for a wide range of crane types. The red WOLFF cranes are produced in Heilbronn, and their tower elements at the second site in Luckau in Brandenburg. Subsidiaries in Germany, Austria, Switzerland and the UAE plus the main office for the international operation in Zug guarantee high-quality and prompt customer service. With its own leasing fleet of around 600 top-slewing cranes, WOLFFKRAN is today one of the biggest suppliers in this sector.

WOLFFKRAN

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It is now planned to eliminate the deficiencies of this approach by introducing a modern, powerful IT system and by mobilizing the service department.

Following the introduction of SAP ECC 6.0 EHP3, with the FI, CO, MM, SD, and CS modules and the international roll-out which has just been completed, the service processes for the leasing side of the business are being mobilized.

As of March 1, 2011 service orders for the installation personnel and the electricians at WOLFFKRAN are sent directly to their iPhones with the SAP Field Service Software and the connector for SAP ECC developed by Pro-axia. It also records the hours they work on each service contract.

WOLFFKRAN is particularly happy with the dramatic cut in the time it takes until a job is invoiced and with the single process needed to record the data. Currently, the service technicians in Switzerland are being equipped with the mobile solution – a roll-out to the company's other sites will follow.

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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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