



## RUTHMANN HOLDINGS GMBH

Aerial work platform manufacturer relies on mobile service solutions

### Our Customer

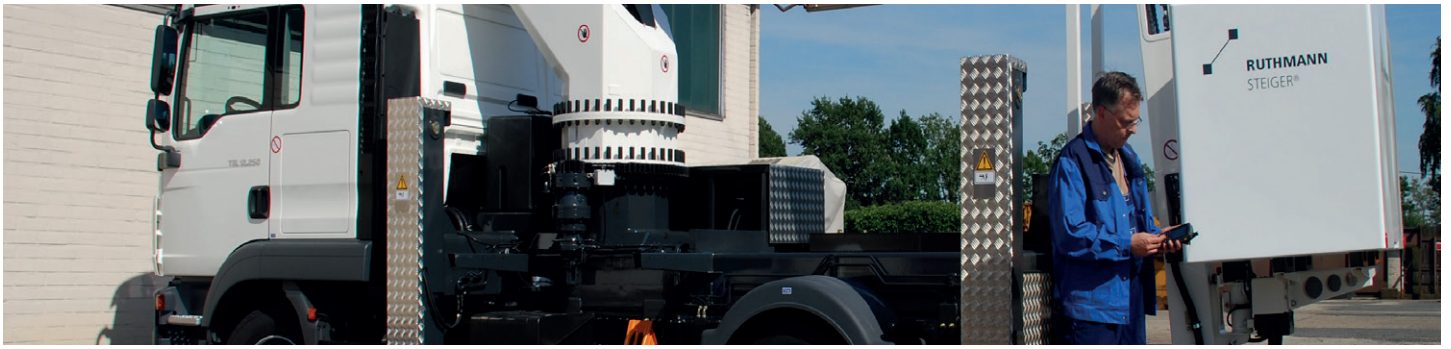
RUTHMANN GmbH & Co. KG, a company of Time Manufacturing Company, is a leading manufacturer of aerial work platforms and specialized commercial vehicles. The product series STEIGER® (truck work platforms), VERSALIFT® (VAN work platforms), BLUELIFT (caterpillar work platforms) and ECOLINE (truck work platforms on 3.5 t chassis, cost-optimized) stand for performance and quality in the industry.

The company's main customer groups include landlords, energy suppliers, municipalities and municipal companies, gardeners and landscapers as well as craftsmen.

### RUTHMANN's Challenge

The project had to consider completely different aspects with regard to technical functionality and integration into the existing processes. One of RUTHMANN's main demands on the hardware was that the devices be used for navigation, in addition to the phone function. They also had to be portable yet durable for everyday use at the workplace. One of the greatest challenges the project faced was finding the appropriate support for mobile connection of the device from RUTHMANN's telecommunications partner.

WE ARE THE **SUPPLY CHAIN ARCHITECTS.**



## Our Solution

To expand the mobile service quality of its customers on site, the aerial work platform manufacturer RUTHMANN opted for the mobile field service solution 4mobile SERVICE.

Using the new system, the company replaced the previously manually created reports of service engineers by a fully digital format. The collection of data during operations is ensured by the introduction of mobile devices. In order to incorporate the data automatically into their own ERP system, a complete system integration in Microsoft Dynamics NAV was implemented.

The workers on site can now transmit service reports in real time and view current and historical job data. The customer uses its digital signature for service acceptance, which is transmitted directly to the central database to complete the accounting.

## The Result

Thanks to the cutting-edge IT infrastructure, transparency in order processing has improved substantially and significantly shortens the order cycle times. The result is a sustainable optimization of internal processes and the information and material flow between headquarters and field service technicians. A good part of efficiency gains since system introduction can be attributed to the Microsoft Dynamics NAV linked to the solution. The data is now transmitted in real time to the central database and thus lead to much faster processing and accounting. Thanks to the logistic mapping, it is now possible to fully automate stock management in the service vehicle as well as restocking processes.

**The ICS Group is looking forward to speaking with you!**

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## In a Nutshell

### The company

RUTHMANN Holdings GmbH  
[www.ruthmann.de](http://www.ruthmann.de)

### Industry

Mechanical Engineering

### Project challenges

- Identical data is collected several times
- Media disruption through scanning reports
- Lack of transparency about installation status

### Solution

- Complete system integration in Microsoft Dynamics NAV
- Digital signature by customers & automatic service reports
- Monitoring current and historical job data

### Result

- Cycle time per order shortened considerably
- Reduction of the administrative workload
- Optimization of internal processes & fault-minimizing

