



TOPTEQ STREAMLINES COMMUNICATIONS AND IMPROVES CLIENT SERVICE WITH A BLACKBERRY SOLUTION

Over 14 thousand service stations in Germany do their best every day to provide high-quality service, convenience products and comfortable rest areas to people travelling on the road.

To help them achieve this, enterprises like TOPTEQ Tankstellen-Technik GmbH, a full service company based in Hamburg, offer maintenance for the stations' building services such as heating, ventilation, air conditioning and refrigeration. No matter whether the air conditioning system fails or a gas station reports an issue with one of their tanks, TOPTEQ is there to help.

THE CHALLENGE

TOPTEQ has 130 employees across the country ready to respond to and resolve unexpected problems as quickly and efficiently as possible. Given the need for its employees to be connected at all times, the company began to observe numerous drawbacks to its mobile device deployment. Managing orders and staff operation plans via mobile phones turned out to be complex, expensive, time-consuming and often led to mistakes. "We were therefore looking for a mobile device which can provide field staff employees with our tailored Enterprise Resource Planning-tool", explains IT administrator Stephan Giehl.

THE SOLUTION

Today, TOPTEQ deploys BlackBerry® smartphones on the BlackBerry® Enterprise Server, which are enabled with a sophisticated Software solution by SCHIFFL Mobile, to connect to the Enterprise Resource Planning (ERP) on the move. Giehl commented: "When selecting our mobile solution traditional BlackBerry smartphone features, like its push-email service, made it the natural choice for us."

"We now use BlackBerry smartphones across Germany to manage our service operations as quickly and efficiently as possible. The BlackBerry solution matches our company structure very well. Our staff coordinator is located in Hamburg and is now able to manage our technicians across the country remotely - we simply send our orders and tasks via email."

TOPTEQ's BlackBerry roll-out, enabled with the ERP-solution, happened in two phases. During the initial trial, only a small number of technicians received BlackBerry smartphones for testing purposes. Yet, after just a few minor adjustments the solution was ready to be deployed across the entire company within a very short timeframe.

The set-up and deployment of BlackBerry smartphones has made the company's once complex communications processes easily manageable. Once a customer logs an issue online with TOPTEQ it is directly forwarded to the staff coordinator in Hamburg who decides whether to allocate the job to a regional TOPTEQ technician or a specialist. The technician or specialist receives their job task immediately on their BlackBerry smartphone, via Microsoft Exchange, and logs onto TOPTEQ's ERP-system to check for details and instructions.

BENEFITS

**INCREASED
PRODUCTIVITY**

COST SAVINGS

**EASE OF
IMPLEMENTATION**

"The quick reaction times and ability to process information systematically in a well-structured manner are indispensable for our business success. BlackBerry allows us to be mobile, fast and available."

Stephan Giehl,
IT administrator, TOPTEQ

THE BENEFITS

The new process has saved TOPTEQ a great deal of time and money: "If I break down the time-savings for each of our technicians, every one of them saves up to seven hours per week. Time which was unproductive before can now be used more effectively – you can imagine how much money that saves" says Giehl.

Already after a few months, the new process saves an estimated amount of several thousand Euros. The investment basically amortizes within a very short period of time. "The application by SCHIFFL Mobile was 20.000 Euros", says Stephan Giehl. "This already paid off after four months." The return in investment is excellent.

"The implementation went without any difficulties", states Giehl. "The excellent acceptance of BlackBerry amongst our technicians cannot be overstated: they are extremely satisfied with the solution and see this implementation as an immense improvement."

TOPTEQ is now ready to meet the full range of demands made by service station operators. More and more stations now ask for an automatically sent notice once an issue has been resolved by the maintenance company so they are able to resume normal operations as quickly as possible. "With our ERP-solution on BlackBerry smartphones, we are now able to quickly respond to any issue filed by a customer and immediately send a fault-clearance notice once our technician has finished the job. Our responsiveness and therefore service quality has greatly improved.

"The quick reaction times and ability to process information systematically in a well-structured manner are indispensable for our business success. BlackBerry allows us to be mobile, fast and available." Stephan Giehl emphasises.

For further information: www.blackberry.com/go/success

BLACKBERRY CASE STUDY
TOPTEQ

