

One-stop-shop for improved service management

Industry

Manufacturing & Automation

Services

Application Development

Technology

Cloud native app / ASP.NET Core / Angular
12 / HTML5 / Cordova

Engagement

2,5 Years



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The Client

HOERBIGER is a global player that offers products and services in the energy sector, process industry, automotive sector, safety engineering, and electrical industry. In 2019, the client launched its innovation lab named New Ventures Lab to harness technology to enhance customer experience through digitalization. And to reinvent itself as a data-driven and digital-first organization.

The context reached out to us with a proposal to collaborate on their first project (Vistra) under the innovation lab. Nagarro partnered with them to develop and deliver a one-stop services management application. HOERBIGER plans to continuously drive similar innovation projects across the board and extend the portfolio from production to digital services.

Encouraged by the success of the Vistra project, HOERBIGER is now planning another project under the 'New Ventures Lab' called Fleet Audit Tool.

The Challenge

Client situation

For its lighthouse project under the innovation lab, HOERBIGER wanted a solution that cuts down the lead time for customer service requests and functions as a one-stop services management application connecting customers and employees. They wanted a solution that:

- Increases transparency and ease of operations along the value chain
- Enables complete traceability of all components throughout the customer lifecycle
- Reduces maintenance turnaround time
- Improves customer satisfaction leading to an increased market share for HOERBIGER

Increasing customer satisfaction

Has communication and transparency even been more critical than today? Hoerbiger recognized this and made it a priority.

It was crucial that the solution enabled effective communication between customers and employees throughout the value chain to ensure traceability of all components throughout the customer lifecycle and reduce maintenance turnaround time.



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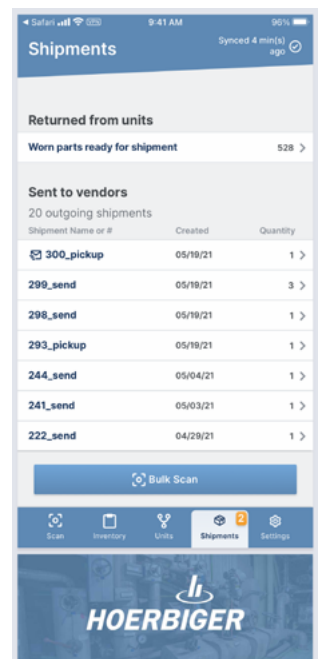
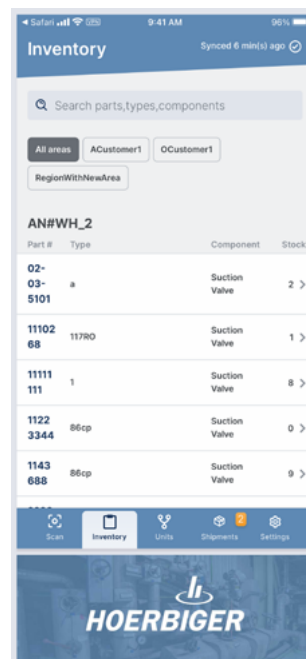
The Solution

We developed an on-point inventory management solution, including a web and mobile application named Vistra, to provide visibility on customers' inventory for all components (e.g., Valve, Cylinder, Piston, etc.) to facilitate smooth repair and service. It manages logistics for all the components and monitors the condition of components installed on the client site.

The mobile app supports field maintenance activities, like scanning and serializing components. By tracking incoming and outgoing shipments, it generates customer-specific reports and records the maintenance history of all components. It comes with a wizard that tracks cases with details, status, and location to avoid possible anomalies and mismatches. With a personalized view, the user can mark selected units as favorites to monitor performance data in offline mode.

Vistra Mobile application:

- Provides updates on inventory volume in the customer warehouse.
- Gives information like unit running time, status, and installed parts.
- Allows field technicians to scan the serial numbers on the components for accessing required information. It also allows for the replacement of parts and checks replaced parts for suitability.
- Maintains a list of removed parts that can be sent back for repair through the "Create Shipment" function.
- Enables navigation between multiple components, both consumables and non-Consumables (Valves, eVCP, Connecting Rod, Piston) on a single screen. Users can click on the component to see corresponding data and carry out maintenance/installation.



The Impact

Vistra Web application:

- It comes with a dashboard that gives information on all the products installed for customers, including details on KPIs such as inventory count and processing time. The dashboard has unit status, area, and region filters for deeper analysis.
- It has an administrator that allows triggering units' maintenance workflows online, just like the mobile application.
- It enables users to see detailed product configurations and compare the current and alternate configurations.
- The Web-view has a functionality that allows creating, editing, and viewing the customer's inventory information.
- A tracking view enables users to track parts and take necessary action.
- It sends regular notifications to help users stay informed on component status and maintenance.



Impact on business

- **Digitization of business:** With Vistra, HOERBIGER can offer its customers a high-value digital service by utilizing existing data.
- **Improved warehouse management:** The application supports on-point inventory management of products such as spare valves at the customer warehouse, leading to improved efficiency.
- **Extended unit lifetime:** The data collected during maintenance of the components helps HOERBIGER identify the need for repair and maintenance that help extend product life.
- **Full transparency:** The application provides transparency in the component repair process.
- **Powered by data:** The solution & dashboards help HOERBIGER gain insights to make informed decisions. It also helps the client to position itself as a data-driven organization.



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Testimonial

"The pilot for Vistra just went live with our first customer in Texas. The users are very happy with the system's performance. We have received a lot of positive feedback and are looking forward to continuing the development. I feel honored to be working with such a great team!"

Dr. Gunther MACHU

Head of New Ventures Lab
Senior Vice President
HOERBIGER

About Nagarro

In a changing and evolving world, challenges are ever more unique and complex. Nagarro helps to transform, adapt, and build new ways into the future through a forward thinking, agile and caring mindset. We excel at digital product engineering and deliver on our promise of thinking breakthroughs. Today, we are 15,000 experts across 28 countries, forming a Nation of Nagarrians, ready to help our customers succeed. www.nagarro.com