nagarro

One-stop shop for improved service management

Bringing customers and employees closer throughout the value chain, increasing transparency, and ease of operations.

CLIENT PROFILE

SECTOR	COMPANY	EMPLOYEES
Manufacturing & Automation	HOERBIGER	6900

ASP

.NET Core, Angular 7, HTML5, Cordova

ENHANCE THE CUSTOMER'S EXPERIENCE BY QUICK RESPONSE FOR SERVICE REQUESTS

HOERBIGER is active throughout the world in the energy sector, the process industry, the automotive industry, the mechanical engineering sector, in safety engineering, and in the electrical industry. Their products and services are used in reciprocating compressors, gas flow control units, vehicle transmissions, rotating union, explosion protection, gas-powered engines, and in automobile hydraulics. In 2019, its 6,700 employees achieved sales of 1.149 billion euros in 123 locations across 47 countries.

In order to address business challenges and drive innovation, HOERBIGER created the New Ventures Lab. As one of the first lighthouse projects, they needed a solution to increase customer satisfaction as well as shorten the lead time for customer service requests.

DRIVING INNOVATION TO IMPROVE CUSTOMER SATISFACTION

6 Month
Project duration

The solution is intended to act as a one-stop solution for service management, to bring their customers and employees together throughout the value chain and to increase transparency and ease of operations. Higher customer satisfaction would mean increased market share for HOERBIGER. This solution would not only enable complete traceability of all components throughout the customer lifecycle but also reduce maintenance turnaround time. The New Ventures Lab has been instituted to drive similar initiatives. This project is a pilot to evaluate business ideas on one hand, but also the operating model on the other.

## VISTRA: A STATE-OF-THE-ART SOLUTION FOR ON-POINT INVENTORY MANAGEMENT

A web and a mobile application named Vistra has been built to provide the following functions along the business needs:

- Visibility of customer inventory of valves and units
- Facilitate easy valve repair and service
- Enable direct communication between HOERBIGER and its customers
- Manage logistics of the valves from and to customer warehouse
- Monitor conditions of the installed valves
- Support field maintenance activities, like scanning, serialization of valves, etc.
- Provide operational and customer-specific reports

Mobile application functionality

The mobile application provides information about the compressors (units) installed for a customer. The user can demarcate selected units as favorites, to monitor this data, which is also available in offline mode in a personalized view. Moreover, the application provides stock levels of spare parts (e.g. valves) available in the customer warehouse as well.
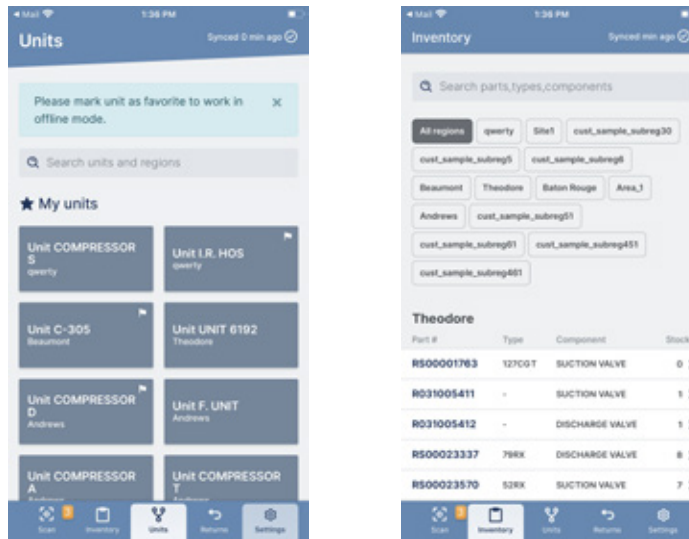
The unit information contains details including the number of hours the unit has been running, parts installed and unit status. The 'In operation' status means the unit is up and running.
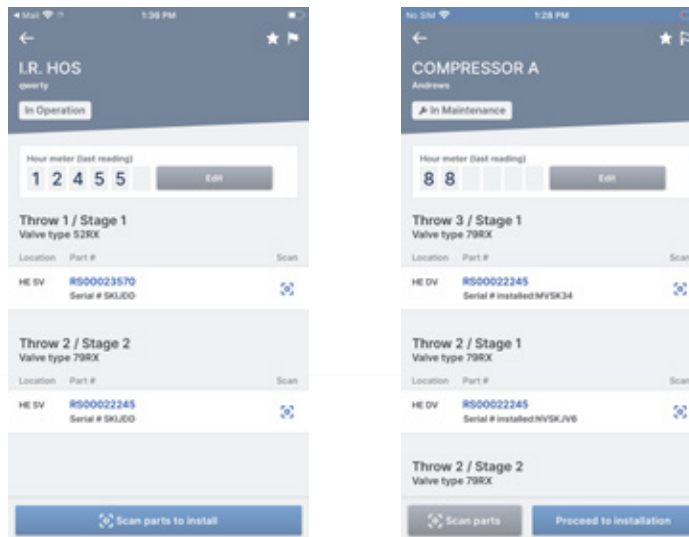
The field technician can scan the serial numbers mounted on the valve and the app displays information pertaining to the same. Another important functionality of this application is replacement of old valves with new ones. The replaced valves are checked along the unit configuration for suitability. In this scenario, the unit status changes to 'In Maintenance,' and the inventory is updated simultaneously. The removed valves can then be sent back to HOERBIGER for repair through the "Create Shipment" function of the application.
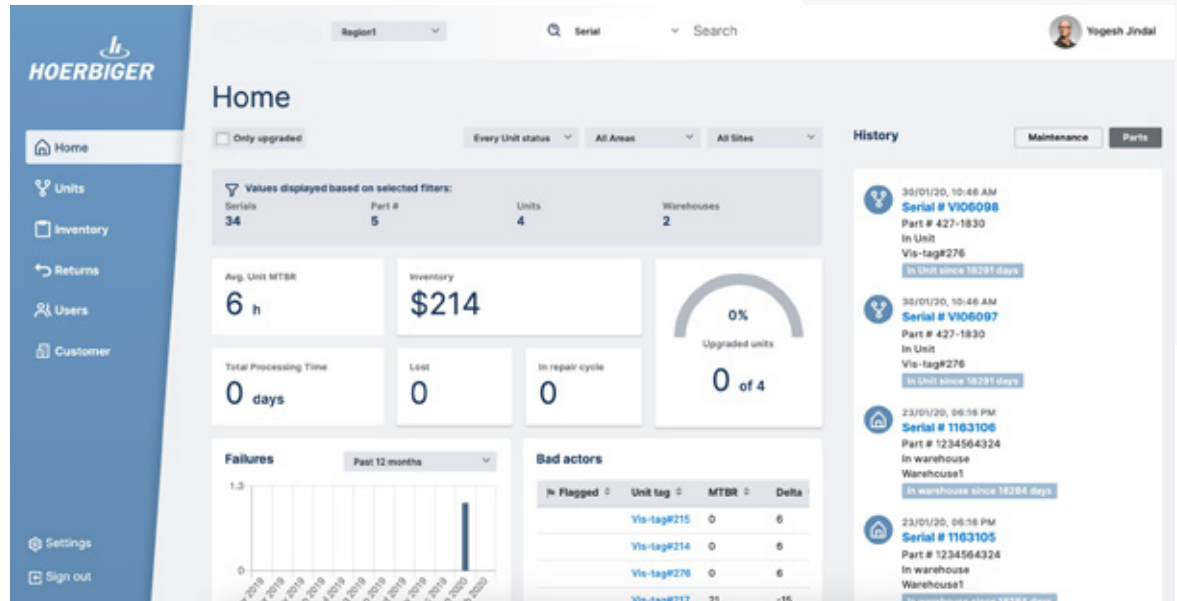
Web application

The web application provides an interface to maintain all the master data for the application such as customer data, user roles, units and parts. An administrator can create new units or upload in bulk. Maintenance workflows for units can also be triggered online, similar to the mobile application.

The web-view also provides functionality to create, edit, and view the customer's inventory information

The homepage provides an overview dashboard containing information about all the units installed for the selected customer. Several high priority KPIs including the average service time for repair (MTBR), inventory count, processing time, in repair units, etc. are also displayed. The filters on unit status, area, and region are provided for in-depth analysis.

The list of removed parts is also available under the 'return list' feature of the application.

BUSINESS BENEFITS

- The application supports HOERBIGER with on-point inventory management of spare valves at their customer's warehouse.

- The data collected during maintenance of the valves helps HOERBIGER identify potential upgrade requirements or tailoring adjustments to extend the life of the units.

- The application provides transparency in the valve repair process.

- The solution and dashboards provided positions HOERBIGER as a data-driven committed partner for their customers.

CLIENT TESTIMONIAL

"Vistra just went live with our first pilot customer in Texas and the users are happy with the system and its performance. We collected lots of feedback and are looking forward to continuing the development. I feel honored to be working in such a great team!"

DR. GUNTHER MACHU

HEAD OF NEW VENTURES LAB, SENIOR VICE PRESIDENT

ABOUT NAGARRO

Nagarro drives technology-led business breakthroughs for industry leaders and challengers. When our clients want to move fast and make things, they turn to us. Today, we are 6,500 experts across 21 countries. Together we form Nagarro, the global services division of Munich-based Allgeier SE.