

Success Story Noesse Datentechnik

Offline Capable App for IT Service Technicians

Noesse Datentechnik benefits from the digitization of its SITE service processes with the Anveo Mobile App

Noesse Datentechnik is an IT system house based in Leverkusen, Germany, and offers its customers a wide range of services from hardware procurement to guaranteeing ongoing operations all the way to taking over extensive IT projects.

The family-owned company was founded in 1977 and is now managed by the second generation. Initially, the company focused on supplying regional customers with copying paper and typewriter accessories. Today, with 80 employees and an annual turnover of more than 35 million euros, Noesse is one of the leading IT companies in its region.

Initial Situation

With the Managed Print Services division, Noesse offers its customers the possibility of a tailor-made printer and copier infrastructure. If the devices do not work properly, a corresponding service ticket is created by the dispatcher in Microsoft Dynamics NAV. For this purpose, **Noesse uses SITE, an all-in-one solution from the company Singhammer, specifically tailored to the business processes of medium-sized IT companies.**

Noesse Datentechnik at a glance

Year of Foundation: 1977

Industry: IT System House

Headquarters: Leverkusen

Annual turnover: more than 35 million euros

Customers: over 3250

Employees: 80

Industry Solution:



Go-live with Anveo: June 2015

Website: www.noesse.de



Initial situation before the introduction of the Anveo Mobile App

- ⊗ Service Orders were processed on paper
- ⊗ Delayed data transmission
- ⊗ Risk of incorrect data due to manual data entry
- ⊗ Time consuming post-processing

Gains through the Anveo Mobile App

- ✓ Service processes have been digitized, no more "paperwork"
- ✓ Information always and everywhere at hand
- ✓ More professional appearance at the client
- ✓ Improved data quality and actuality
- ✓ Significant time saving in post-processing

Before the introduction of Anveo, the technicians had to pick up their orders in printed form. Once at the service location, diagnostic notes, spare parts as well as travel and working hours were written down by hand and finally signed by the customer. Only when the technician was back in the office, the completed order documents were returned to the dispatcher and entered manually in Microsoft Dynamics NAV. This procedure was **time-consuming and prone to typing errors.**

Requirements and Decision Making

For this reason, Noesse was looking for a mobile solution to digitize the service processes. The following points were particularly important in the decision-making process:

- compatible with the industry solution SITE
- Fully integrated in Microsoft Dynamics NAV
- individually customizable
- 100% offline capable
- easy to use
- good price-performance ratio

„We evaluated various mobile solutions and then came across Anveo thanks to the recommendation of another IT system house,” recalls Daniel Treutel, Service Technician for Managed Print Services at Noesse. He continues: *“Anveo convinced us by the fact that we can develop the app according to our needs. **Our engineers don't have to adapt to a given software, but the software has been designed to suit our processes.**”*

Main tasks of Anveo Mobile App

- View service tickets (error description, notes, contact)
- Time recording by pushing a button
- Enter diagnostic notes
- View spare parts stock in the vehicle and allocate them to the order
- Getting the customer's signature
- Check invoice recipient and change if necessary
- Print service report offline as PDF and send it by e-mail

Project Implementation and Results

The requirements defined by Noesse were implemented in cooperation with Anveo and an external programmer within two weeks. Subsequently, a detailed test by a key user was carried out, which resulted in further minor adjustments. Three weeks later, Noesse was already able to go live.



“For the Anveo project, we have assigned an external developer. He was able to quickly familiarize himself with the Anveo software. The training requirement was minimal. This allowed us to configure and customize the app within a very short period of time, which had a very positive effect on the duration of the project.”

Daniel Treutel

Service Technician for Managed Print Services,
Noesse Datentechnik GmbH & Co. KG

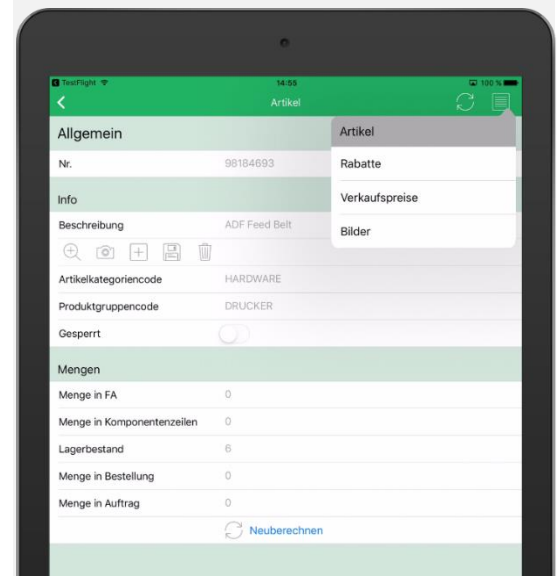


Image: Individual article card with all relevant information for Noesse's service technicians

"The fast implementation really impressed us. **With Anveo, we were able to make SITE available offline and simply roll out our entire service processes to our mobile phones.** The cooperation with Anveo has also always been very good. Even with complex problems, we received quick and reliable help", says Mr. Treutel.

Two years later, a new version of NAV was released and the app was then extended again with additional functionalities that were requested by the optimized processes.

Summary And Outlook

With Anveo, Noesse's technicians can now receive their service tickets directly from the Microsoft Dynamics NAV system on their mobile phones, process service orders and synchronize the resulting information back in real time.

Daniel Treutel sums it up: "The Anveo Mobile App is a great benefit for me as a user. **You always have all the information at hand, regardless of your internet connection, and there is no need for paperwork.** This also makes a much more professional impression on the customer."

In addition, service planning was simplified for the dispatching team and the time required for manual post-processing was significantly reduced. For the future, some additional functional enhancements are planned. "We have so many ideas for further optimizations and the nice thing about Anveo is that these can be implemented easily and individually", concludes Mr. Treutel.

About Anveo

Anveo offers powerful add-ons for Microsoft Dynamics: The 100% offline-capable [Anveo Mobile App](#) is the perfect solution for sales representatives or service technicians, and can also be customized to every other deployment scenario. [Anveo EDI Connect](#) offers a unique and comprehensive software to exchange data with or within Microsoft Dynamics. With [Anveo Web Portal](#) you will get a simple, web based access to Dynamics for restricted user groups. It can be deployed as customer or employee portal. All Anveo Add-ons are fully Dynamics integrated and enable a self-sustaining handling and configuration. Anveo software supports Microsoft Dynamics NAV 2009 R2 to the current version.

Do you have any questions on this project?



Carolin Gudat, Anveo Partner Relations
 +49 (0) 40 211 078 100
partner@AnveoGroup.com
www.AnveoGroup.com

MOBILE APPS **WEB APPS** **EDI**

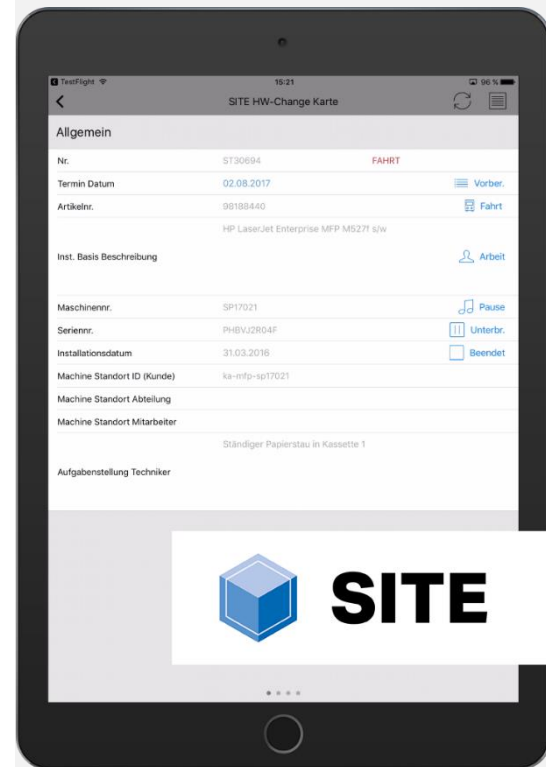


Image: SITE Hardware Change Card with general service task information and time recording possibility

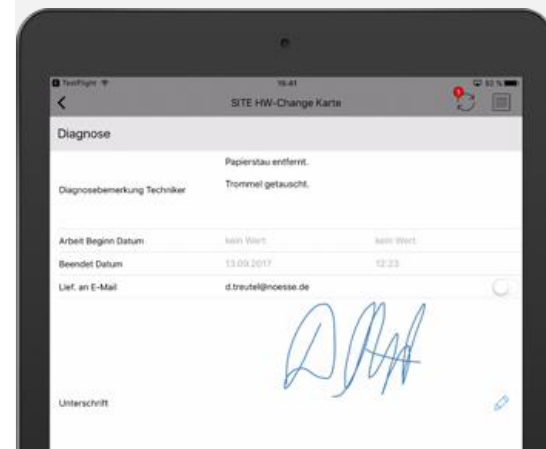


Image: SITE hardware change card with diagnostic comments and customer signature

Further Information:

- ➔ [Sign in for webinar](#)
- ➔ [Watch demo videos](#)
- ➔ [Get free trial license](#)

Test our demo app:

