

Rise to the top with professional service technician scheduling

Schindler Elevators and Escalators GmbH

»We have quickly achieved excellent results thanks to the geomanagement software PTV Map&Market!«

Andreas Funk, Authorized officer, Head of Services, Schindler Elevators and Escalators GmbH



The task

About a billion people use Schindler elevators and escalators every day. And they value safe transport. "Elevators and escalators provided by Schindler are of course maintained on a regular basis," says Andreas Funk. As service area manager at Schindler GmbH in Germany he is responsible for the Central Region. "In order to be able to efficiently allocate our service technicians, we must know our customers and visualise the locations of their elevators and escalators. As part of our current project all regional plants and allocated technicians had to be displayed geographically and reallocated,

if necessary. The analysis of the resources and skills of the technicians clearly showed us that we had to optimise the existing allocations in terms of territories. The major challenge facing our industry sector is to minimise driving time by evenly balance the workload of our service technicians."

The solution

Previous solutions used to perform technician scheduling on the basis of key figures. They did not include any visualisation options or geographical references. "It could happen that three technicians travelled to customers located on the same street," explains Funk.

"PTV's geomanagement software enabled us to quickly and easily create optimum planning conditions. We could also import data from SAP R/3® into PTV Map&Market, export them and reimport them into SAP R/3® - even in large quantities. Distance calculations showed us how much time technicians would need to get to their destination. By visualising technicians and locations on a map we had a good overview of our resources which enabled us to tackle the reallocation issue. PTV Map&Market provides an automated function for this specific task. For our purposes it was sufficient to manually edit and adjust our



The Schindler Group is the world's largest provider of escalators and travelators and the second largest manufacturer of elevators. The German Schindler Group is the strongest member of the European Schindler group of affiliates. Founded in 1906 as the first foreign subsidiary in Berlin, the company now employs around 3,000 people at 40 German locations and generates sales of approx. 520 million euro.

plans which can be quickly and easily done with PTV's Planner version. After a basic period of six months we had successfully reallocated the region and if anything, we will just have to 'finetune' a few minor things." A three-day training and a workshop enabled the employees in charge of transport logistics to handle the software program and their tasks. "The workshop was absolutely worth the money," adds Funk.

The result

"Actually, the software is very user-friendly," says Funk. "There are many useful features, in particular for the allocations. Here you can benefit from great options which provide results in no

time at all. Allocations due to changes regarding the maintenance of elevators and escalators can be easily edited and are always up-to-date thanks to the new software program. Due to our maintenance contract we regularly receive the latest program versions, including up-to-date maps. We are extremely pleased with the results. That is why the software tool has recently been acquired by further Schindler regions. Moreover, the company is currently discussing whether to use the tool throughout its entire organisation. It is user-friendly, clearly structured and fast."