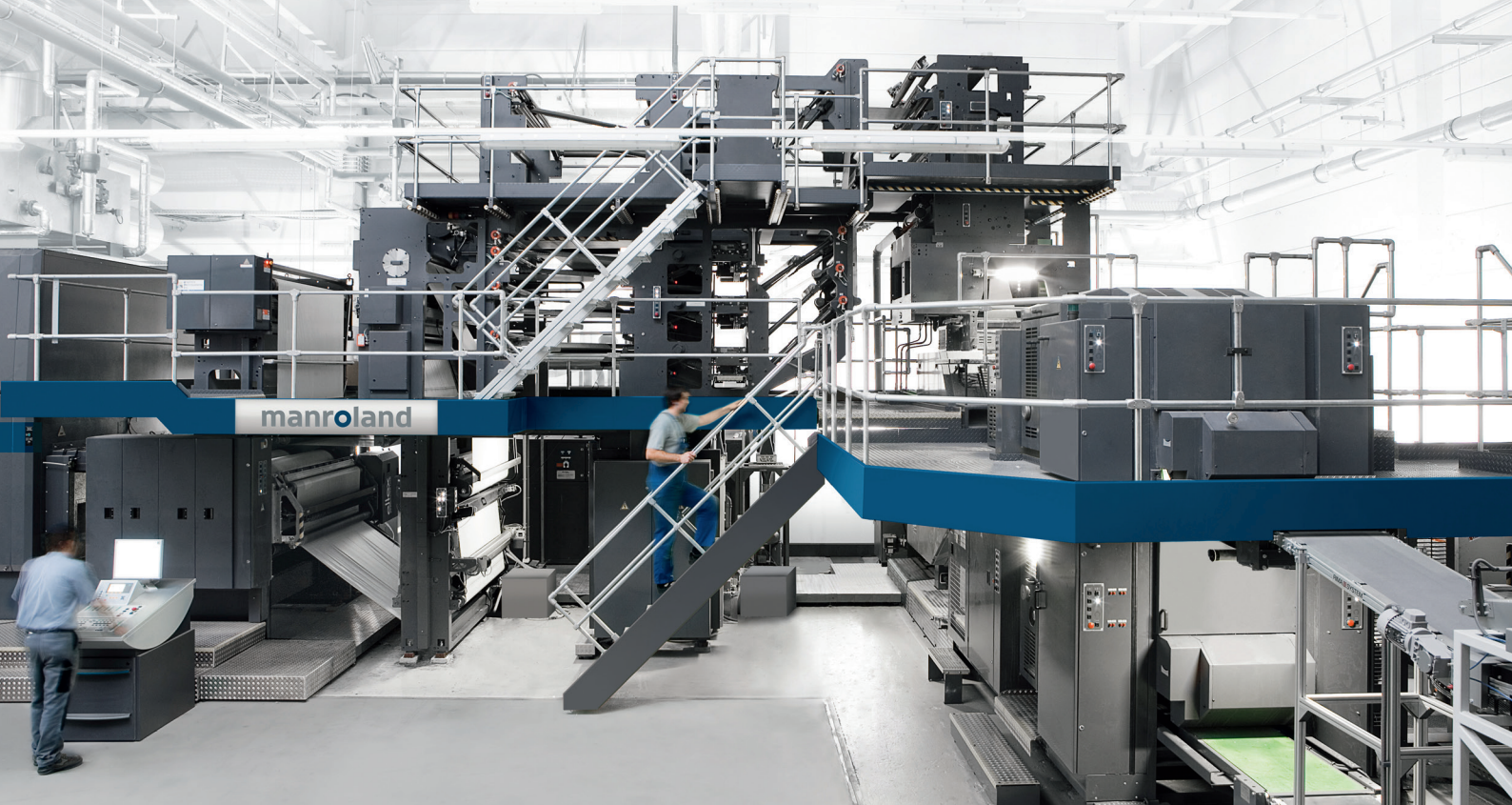**isec7**
powered by innovation

» Thanks to ISEC7 for SAP Solutions®, our service technicians are now able to measure and plan all processes quickly and on site.«

Matthias Spork, IT manager manroland web systems GmbH

HIGHER EFFICIENCY FOR THE FIELD SERVICE: WITH **ISEC7 FOR SAP® SOLUTIONS,** SERVICE TECHNICIANS OF MANROLAND WEB SYSTEMS SAVE TIME AND MONEY.

THE CUSTOMER

manroland
web systems

manroland web systems GmbH was founded in 1845 and has its headquarters and production facilities in Augsburg, Germany. manroland is the leading manufacturer of web offset printing and an innovator for digital inline finishing as well as for packaging printing. The company's portfolio includes web printing systems for newspapers, illustrations and packaging printing, digital inline finishing systems and workflow solutions – all of these are delivered via a comprehensive service offering. 300 technicians of the company's 900 employees work as service technicians worldwide, taking more than 3,000+ assignments per year. As a member of the Possehl Group, manroland web systems follows the rules of Possehl's strategy: continuity and investment security, ground-breaking technologies and a strong service orientation.

THE CHALLENGE

The manroland service technicians were using paper-based processes to deliver their services. From preparing an order to invoicing, paper forms had to be manually keyed in, then, entered into the SAP system. This was very time consuming and error-prone.

So, they looked for a digital solution that would help to accelerate the whole service process to reduce associated time and costs. They sought a solution that would send invoices immediately following service activities and accelerate productivity across the entire order process. Moreover, their requirements included high data security, the possibility for in-house adaptations as well as the independence of devices. This would enable both, the use of classic notebooks for machine control as well as touch-based devices like tablets or convertibles. In addition, the sought solution would need to work offline since service technicians do not always find a stable Internet connection when working worldwide, often in developing nations.

THE SOLUTION

manroland web systems selected ISEC7 for SAP Solutions with the extension "ERP in motion" developed by ISEC7's integration partner, All for One Steeb. The solution is based on a pre-configured service process and is easy to install. It seamlessly fits into existing SAP technologies, and adapts to individual requirements with a guarantee of high data security. ISEC7 for SAP Solutions is independent from devices and compatible with their Windows 10 devices, as well as with IOS, Android and BlackBerry. Any employee can work with the app because it is easy to use from everywhere. The solution does not need any middleware or cloud environment, thus avoiding system interruptions and resulting in streamlined operations.

The solution works offline to measure service activities and online to access fault reports or to track orders. The results prove increased productivity for the customer as assignments managed in a faster and more efficient way. In addition to the mentioned benefits, manroland web systems' team can use the solution as a baseline for future developments of their own.
Together, ISEC7 and All for One Steeb, developed a prototype for testing. After sort workshops, the IT department of manroland web systems was able to further develop and adapt the app to their specific needs, as well as, to include it into the existing pro-cesses and procedures.

THE BENEFITS

The service technicians of manroland web systems use ISEC7 for SAP Solutions and "ERP in motion - " provided by All for One Steeb for processing assignments in the field. First, they are better able to track assignments, such as collecting work activity details, travel times, and expenses. Now, the notes for preparation, debriefing and documentation of assignments will be more transparent and tied to corresponding functions. The result: Time is saved by preventing media discontinuity and system interruptions. Time sheets, installation and operation reports no longer need to be printed in advance and can be digitized in the SAP environment. Multiple entries can be omitted. Everything will be simply processed by the app and transferred to SAP. In addition, comprehensive and reliable information is accessible for customer interactions, ensuring a more professional appearance and positive customer experience.

ABOUT ISEC7 GROUP

The ISEC7 Group is a global provider of mobile business services and software solutions. The company was one of the first movers in mobilizing company and business processes. Today, ISEC7 has numerous renowned companies and governmental organizations as committed customers. The company continually invests in the evaluation and development of new technologies.

ISEC7 solutions, such as ISEC7 Enterprise Mobility Management (EMM) Suite, ISEC7 Mobile Exchange Delegate and ISEC7 for SAP® solutions have proven to be groundbreaking in the mobile data sector.

ISEC7 for SAP® solutions allows access to SAP backend without the need for additional middleware.
ISEC7 was founded in Hamburg / Germany in 2003. The company operates globally with offices in Germany, Great Britain, USA, Australia and New Zealand.