

# Case Study

## Maintpartner Group

»Our employees are more productive and can respond to customer requests more quickly so it is a win-win for all involved. And, as a company, we are maximizing our revenue. Capital management has improved enormously thanks to Fujitsu's Managed Mobile solution«

Ari Ponkka, IT Manager, Maintpartner Group



### The customer

Maintpartner Group started as an independent company in November 2006. The company's experience in industrial maintenance dates back to the 1980s when the power company Imatran Voima, later known as Fortum, decided to expand its operations beyond power generation. Today, Maintpartner provides services to ensure the availability of technical processes within the production industry and public sector. It is one of the leading technical service companies in the Baltic Sea region. Approximately 1,800 employees in Finland, Sweden, Estonia and Poland generate annual net sales of €170 million.

### The challenge

Working in the technical services sector requires having a lot of employees out in the field which, in turn, necessitates managing a complex workflow and billing process. Historically, Maintpartner engineers would record job details by hand on paper to be filed whenever they returned to the office. At the same time, there was no rigidly defined way for customers to place requests. Some would call engineers directly while others might email or fax general enquiries. The result was a chaotic and unreliable system subject to human error.

"Paperwork can be easily lost or incorrectly recorded and it takes time to process and therefore impacts on the billing process," explains Ari Ponkka, IT Manager, Maintpartner Group. "We wanted to find a faster, simpler and more accurate way to track who was working on what, for whom."

Another challenge was the fact that different offices used different processes so there was no consistency in how work was recorded and billed.

"We have 62 locations, many of which have developed their own idiosyncratic ways of doing business. We wanted to devise a mobile workflow platform that would introduce consistency and make the whole process more streamlined," adds Ponkka. "It's about getting the right people to the right job and ensuring the details are recorded accurately and instantly, enabling us to invoice in a timely manner."

Maintpartner has been working with local Fujitsu partner Isoworks since becoming an independent company in 2006. It turned to Isoworks for advice on how best to design and deploy a mobile workflow solution.

### The customer

Country: Finland  
Industry: Technical Services  
Founded: 2006  
Employees: 1,800  
Website: [www.maintpartner.com](http://www.maintpartner.com)



### The challenge

Maintpartner engineers traditionally recorded details of their jobs by hand on paper to be filed at the office at a later date. This was inefficient and subject to human error so the company wanted to introduce a streamlined mobile workflow solution.

### The solution

Maintpartner worked with local IT partner Isoworks, Fujitsu and Citrix to design and deploy a mobile workflow solution. Now, business critical applications are hosted at Isoworks and delivers to pre-configured mobile devices in the field.

### The benefit

- Job details can be recorded instantly, enabling Maintpartner to efficiently invoice the customer
- Reduced margin for human error by removing paperwork, maximising revenue
- New customer portal means requests can be dealt with more efficiency
- Engineers return to the office less often, meaning more time in the field and quicker response to requests
- Mobile devices come pre-installed with all the necessary applications, including Citrix, so employees can work immediately

### Products and services

- FUJITSU End User Services
- FUJITSU Managed Mobile

### The solution

Isoworks partnered with Fujitsu to develop a cost-effective and user-friendly mobile workflow platform based on Citrix software. Beginning with a small pilot of 20 users, Maintpartner rolled out a server infrastructure hosted by Isoworks which supports business critical applications including SAP and SQL databases as well as time and invoice reporting services. Initially, six servers running Citrix software hosted these applications which could then be remotely accessed by mobile devices.

"The initial pilot was a great success so over the past year we have gradually migrated 700 users to the new mobile workflow platform," continues Ponkka. "We plan to have our entire workforce of 1,000 employees using the system by the end of the year."

Isowork currently hosts 60 servers for Maintpartner's new IT infrastructure, which reflects how quickly the project has grown. The company has also built two self-service portals – one for customers and one for employees that enable the fast and accurate transmission of critical information.

Employees can also select from a range of mobile devices that come preloaded with the Citrix software needed to interact with the workflow platform. Fujitsu installs the necessary applications, user ID and passwords so that when it reaches the employee, it is ready for action.

### The benefit

Customers now use the portal to enter a work order or can even integrate their own CRM systems with Maintpartner's new solution. Internal planners then decide on the resources required and allocate them to the appropriate engineer. From an employee perspective, the intuitive self-service portal allows them to instantly record details of what they are working on.

"Customers make a request which is then directed to the nearest engineer who then receives the details and visits the customer. On arriving, he pushes the 'start job' button in the portal and when he leaves he presses 'end job,'" says Ponkka. "This means we have accurate information about the duration of the project and the work involved and we can bill instantly meaning the employee receives his salary more quickly."

Previously, it would take weeks to process bills and the risk of losing paperwork meant some jobs would get overlooked. Now an instant, on-demand approach has streamlined the entire process. This not only makes Maintpartner more efficient, it is also more cost-effective. And engineers don't need to return to the office as often to file to paperwork so can spend more time in the field.

"Our employees are more productive and can respond to customer requests more quickly so it is a win-win for all involved," comments Ponkka. "And, as a company, we are maximizing our revenue. Capital management has improved enormously thanks to Fujitsu's Managed Mobile solution."

### Conclusion

With almost all the Finnish employees migrated to the new platform, Maintpartner is setting its sights further afield. In 2015, it plans to roll the solution out to users in Sweden, Estonia and Poland. Fujitsu's geographical reach will simplify this process.

"It's a flexible, cost-effective and user-friendly solution that makes life simpler for my IT team, our employees and our customers," concludes Ponkka. "It therefore makes sense to make it available to all our staff in every country in which we operate."

**"Fujitsu and Citrix have proven to be the ideal partners in developing a mobile workflow solution that increases productivity, maximizes revenue and ensures we deliver the best customer service."**

Ari Ponkka, IT Manager, Maintpartner Group

In collaboration with

**isoworks**  
a Fujitsu company

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