



Industry Breakout Session

Transforming the Customer
Experience with Faster, Smarter Field
Service

11/20/2019 9:30:00

Intercontinental Hotel Union Square





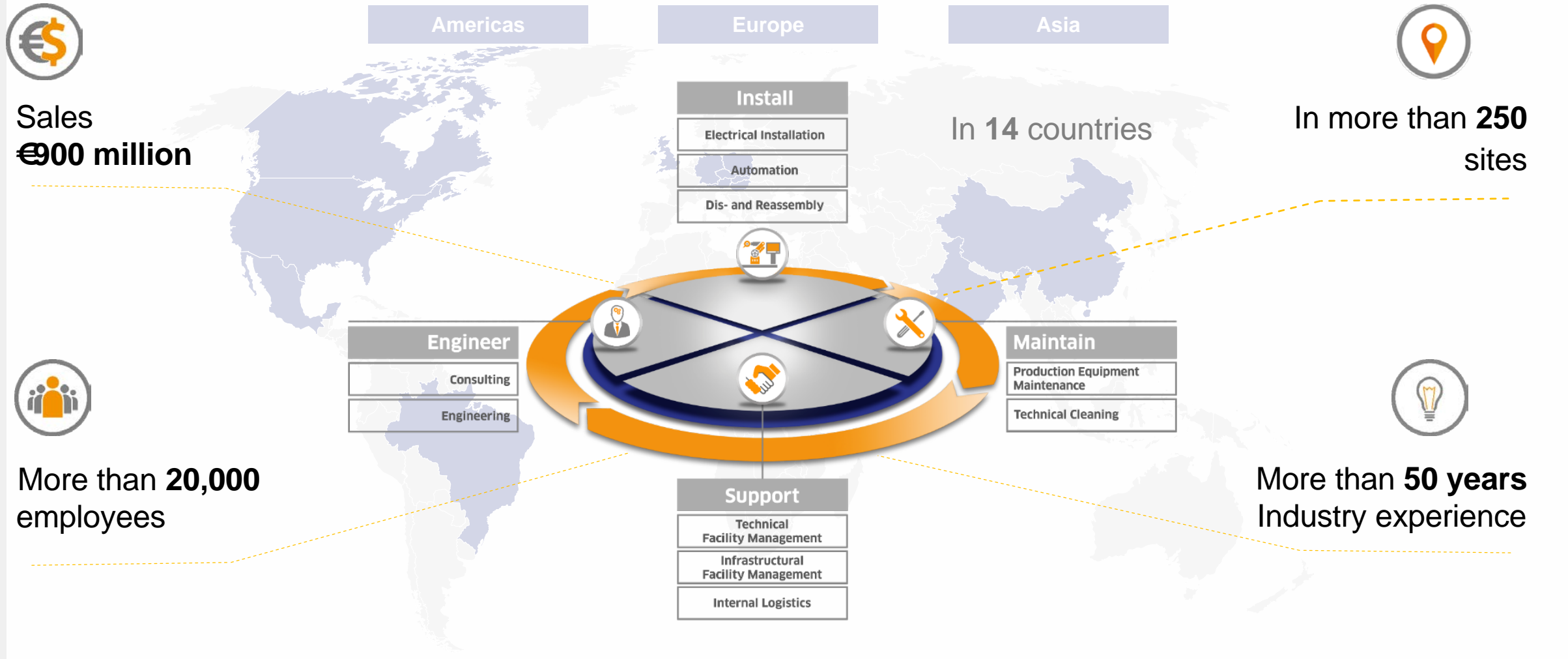
Markus Hucko

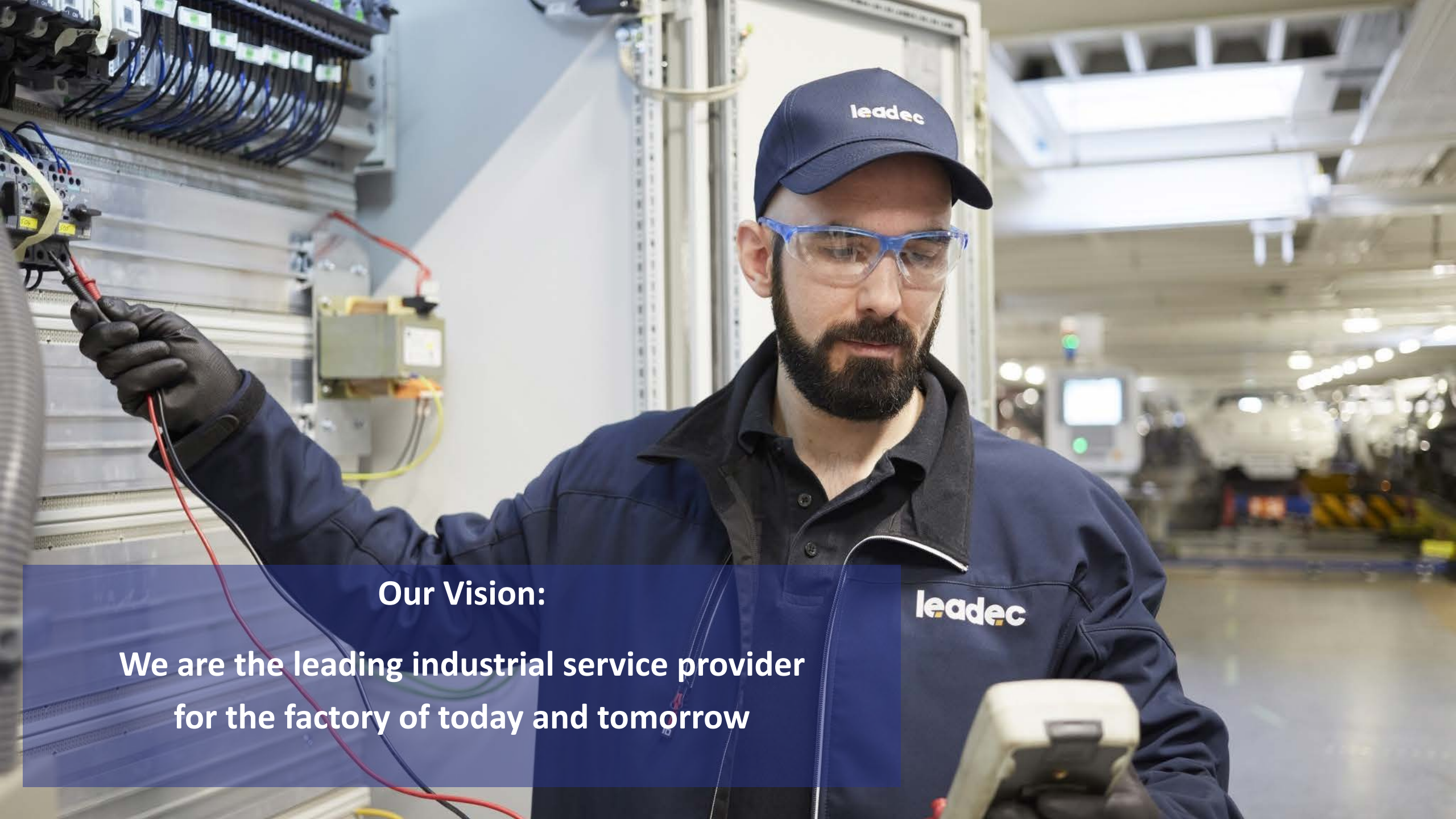
COO Leadec Group

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Industrial Service Provider for the factory of today and tomorrow





Our Vision:

**We are the leading industrial service provider
for the factory of today and tomorrow**

Current Mode of Operation



Why we were successful in the past: Local Approach

Status		Consequences
Local entrepreneurs manage customer satisfaction	➤	Focus on relationship to customers site manager, less on completeness of service fulfilment
Processes customized to local needs on each site	➤	Low degree of standardization, harmonization and overarching transparency
Administration kept local	➤	No common IT system, paper based workflows, manual entries into different systems, double data handling
Very flexible assignment of staff to customer requests	➤	No system supported workforce management, manual dispatching implies risk of sub-optimal resource planning

Why we need to change

Two main drivers

Changed Customer Needs

- Unified approach for all sites
- Easy customer interfaces
- Link into customers digitized processes
- Real-time transparency of service fulfilment
- KPI driven service task management
- Cross-site benchmarking

Factory of the future

- Inter-Connectivity
- Adaptability
- Flexible Automation
- Artificial Intelligence
- Cloud based
- Self-reconfiguration

Need for change

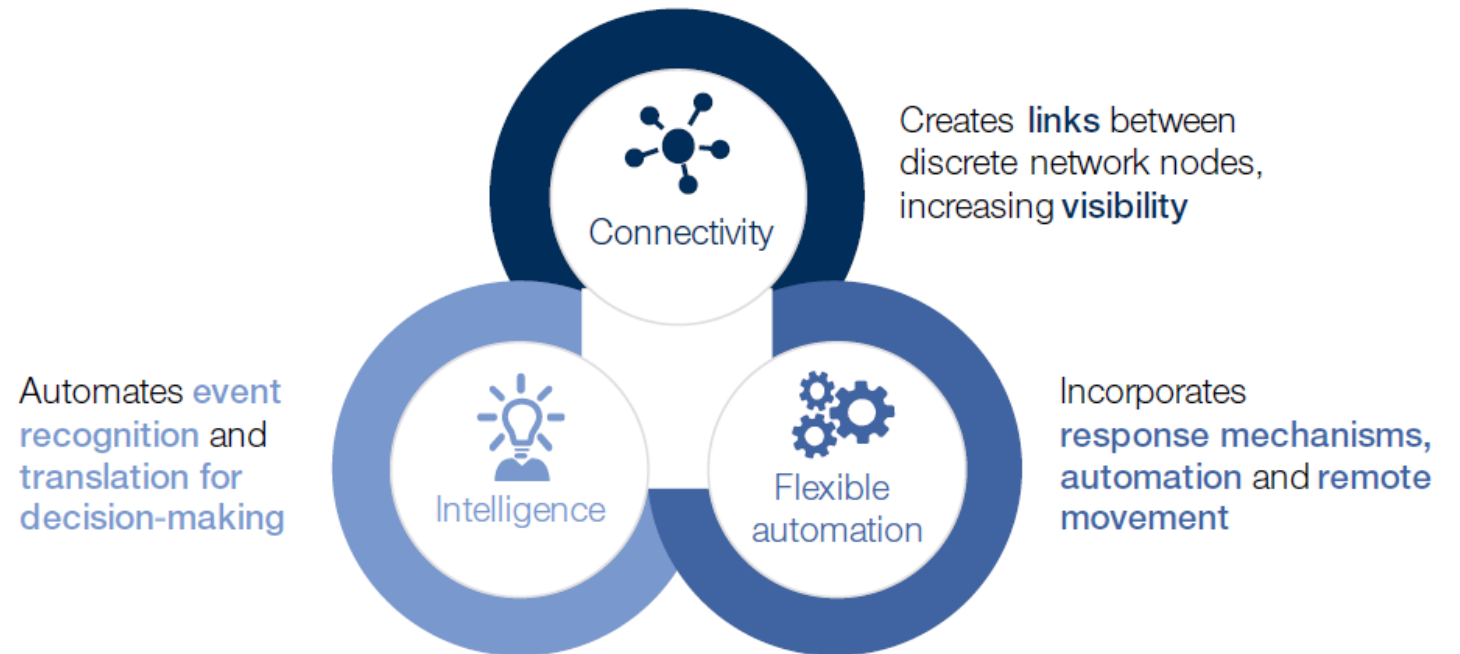
- Harmonization of global processes
=> common operating model
- Integrated end-to-end solution for all customer centric processes from lead to invoice
- System supported dynamic workorder dispatching to fully utilize Leadeo's workforce
- Integration with adjacent systems, e.g. BI, ERP and HR => single source of truth
- Ability to plug into the ecosystem of the factory of tomorrow

Drivers of the 4th Industrial Revolution

Extract of the World Economic Forum



Three technological megatrends are the principal drivers of a Fourth Industrial Revolution transformation in production:

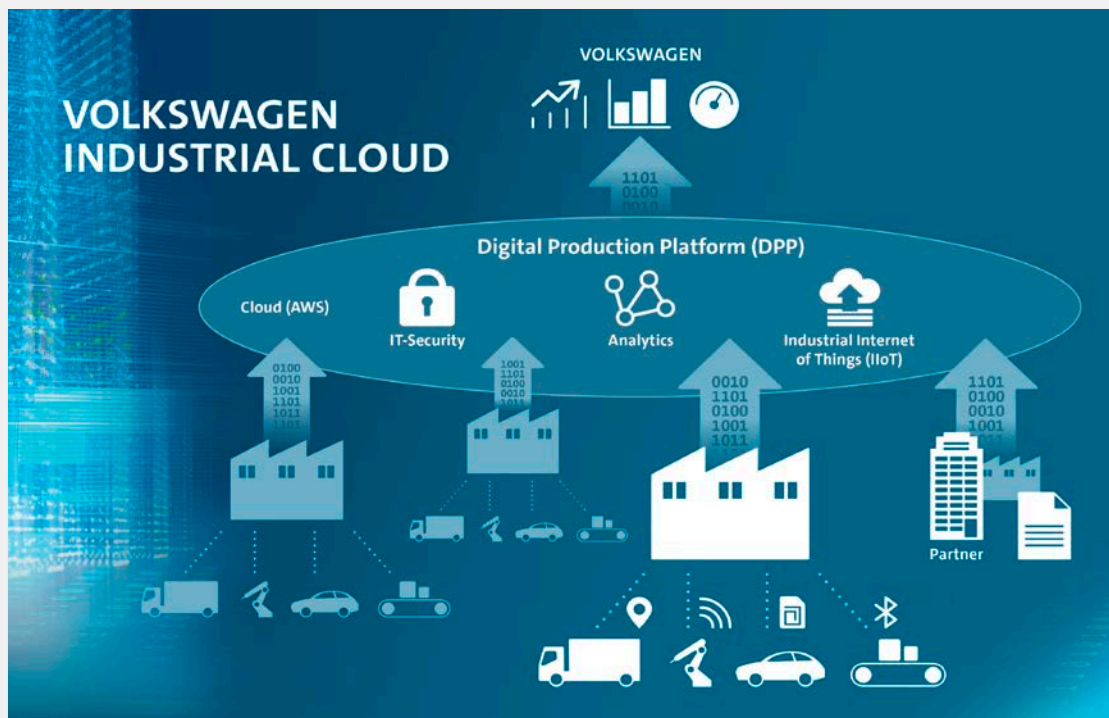


Digitalization has reached the industry maturity

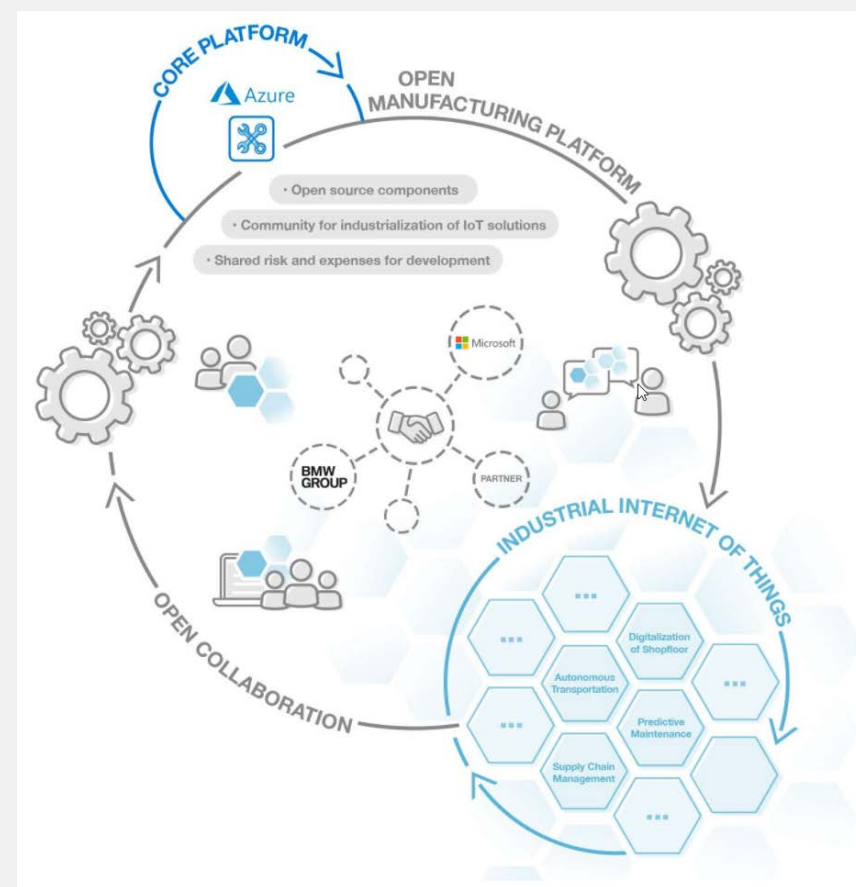


Our automotive customers are heavily investing in digital platforms

Volkswagen Industrial Cloud

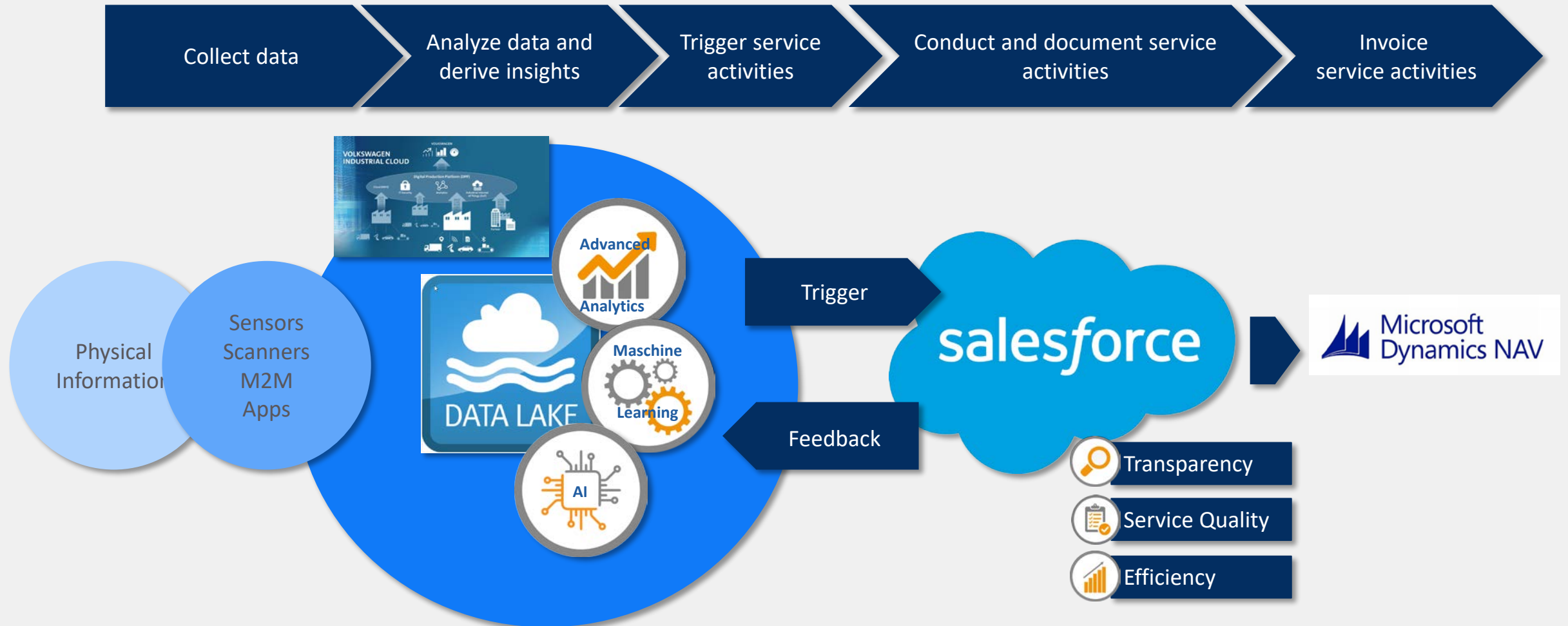


BMW's Open Manufacturing Plattform



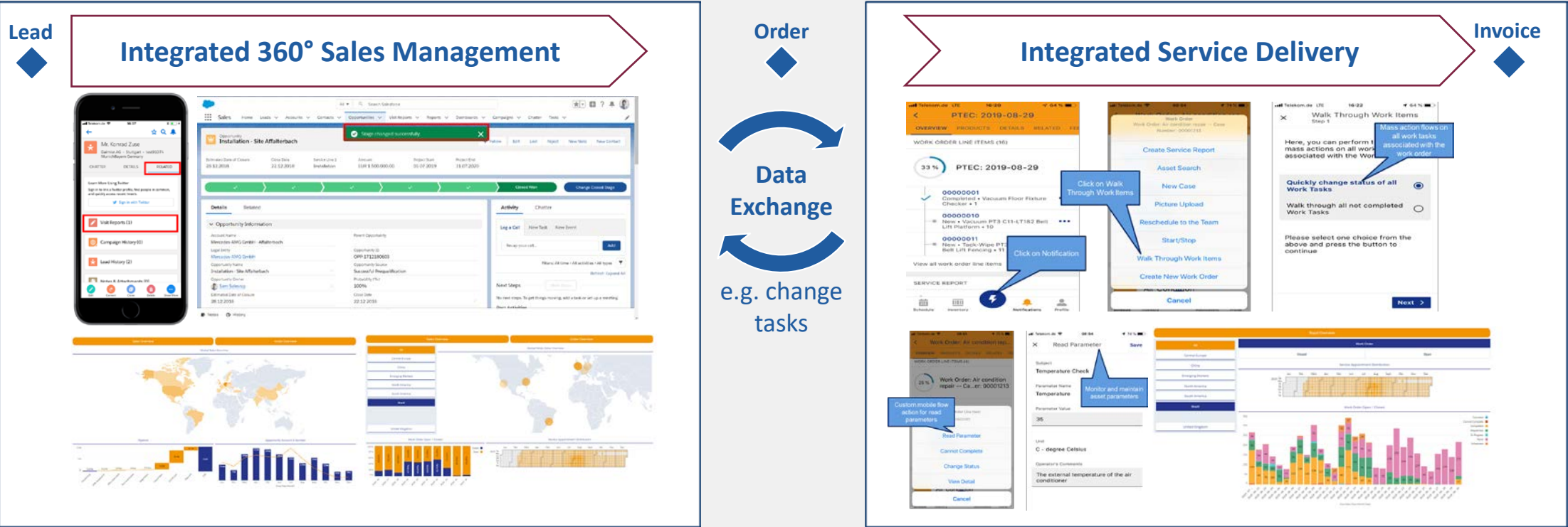
Leadec's factory of the future

How Leadec fits in this ecosystem



Digitalization of Leadec's Sales and Service Processes

Leadec improves its internal process performance through digitalization



- Lead and account management
- Opportunity and contract management
- Sales steering & business development
- Service planning and dispatching
- Digital and mobile workforce management
- Service delivery approval and invoice preparation

Digitalization of Leadec's Sales and Service Processes



The process of service delivery and workforce management has been fully digitalized (1/4)

Account / Asset Administration

Customer Asset Hierarchy

ASSET
▼
> FRONT OFFICES
▼ D BUILDING
Male Toilet
Female Toilet

Customer Service Areas

Child Service Territories (6+)			
NAME	PARENT TERRITORY	OPERATING HOURS	ACTIVE
CTB-IFM-F-AREX	CTB-IFM-TC	CTB-OH Office Hours (Mon - Su...	<input checked="" type="checkbox"/>
CTB-IFM-M-AREX	CTB-IFM-TC	CTB-OH Office Hours (Mon - Su...	<input checked="" type="checkbox"/>
CTB-IFM-F-ESTA-ARMA	CTB-IFM-TC	CTB-OH Office Hours (Mon - Su...	<input checked="" type="checkbox"/>
CTB-IFM-F-MONT	CTB-IFM-TC	CTB-OH Office Hours (Mon - Su...	<input checked="" type="checkbox"/>
CTB-IFM-F-CC	CTB-IFM-TC	CTB-OH Office Hours (Mon - Su...	<input checked="" type="checkbox"/>
CTB-IFM-M-ESTA-ARMA	CTB-IFM-TC	CTB-OH Office Hours (Mon - Su...	<input checked="" type="checkbox"/>

Designated Service Resources & Skills

MEMBER NUMBER	SERVICE RESOURCE	TERRITORY TYPE	OPERATING HOURS
STM-0295	Os' oura	Primary	CTB-Early Shift (Mon - Sun - 06:..
STM-0297	Edi ooflo	Primary	CTB-Afternoon Shift (Mon - Sun..
STM-0299	Ge ima	Primary	CTB-Early Shift (Mon - Sun - 06:..

Service Contract Management

Full Service Contract Overview

Contract Line Items				
10+ Items • Sorted by Line Item Number • Updated a few seconds ago				
Line Item Number	SOW Number	Line Details	Is Chi...	Asset Name
1	00000001	Early Shift, weekly: Cleaning all Office Blocks In Building B Area - B Building 1	<input type="checkbox"/>	B BUILDING
2	00000002	Early Shift, daily: Cleaning all Toilets and Locker Rooms in Building D Area - C and D ...	<input type="checkbox"/>	D BUILDING
3	00000003	Early Shift, weekly: Cleaning all Office Blocks in Building B Area - B Building 2	<input type="checkbox"/>	B BUILDING
4	00000004	Early Shift, daily: Cleaning all Kitchens and Rest Areas in Building C Area - C and D B...	<input type="checkbox"/>	C BUILDING
5	00000005	Early Shift, daily: Cleaning all Kitchens and Rest Areas in Building B Area	<input type="checkbox"/>	B BUILDING
6	00000006	Early Shift, daily: Cleaning all Foyers and Corridors in Building B Area	<input type="checkbox"/>	B BUILDING
7	00000007	Early Shift, weekly: Buff Hard Floor - Front Computer Room Area Corridor - C and D ...	<input type="checkbox"/>	Front Computer F
8	00000008	Early Shift, daily: Cleaning all Toilets and Locker Rooms in Building C Area - C and D ...	<input type="checkbox"/>	C BUILDING
9	00000009	Early Shift, daily: Cleaning all Toilets and Locker Rooms in Building D Area	<input type="checkbox"/>	D BUILDING
10	00000010	Early Shift, daily: Cleaning offices in Building C Area - C and D Building	<input type="checkbox"/>	C BUILDING

Detailed Service Information

Frequency 1	Operating Days Monday;Tuesday;Wednesday;Thursday;Friday
Frequency Type	Time (Shift) Early Shift
Days	Service Territory UK-FD-ST-B Building 1
Auto-generate Work Orders	From Starting Date
Generate Maintenance Plan in bulk	
Job duration and effort	
Child Contract Line Items	
Pricing	
Has Custom Pricing	Default Price Type
List Price GBP 8.33 (EUR 9.76)	Unit Size/Volume 1.92
Sales Price GBP 8.33 (EUR 9.76)	Unit Type hour per unit
Discount	Price per Service Price per Service 15.99 (EUR 18.74)

Digitalization of Leadec's Sales and Service Processes



The process of service delivery and workforce management has been fully digitalized (2/4)

Work Preparation

Product / Work Type Information

Estimated Duration 60.00	Duration Type Minutes
Details Related Work Line Items	
> Description	
> Scheduling Related	
> Quality Check Information	
> Additional Information	
> Skills Editor	

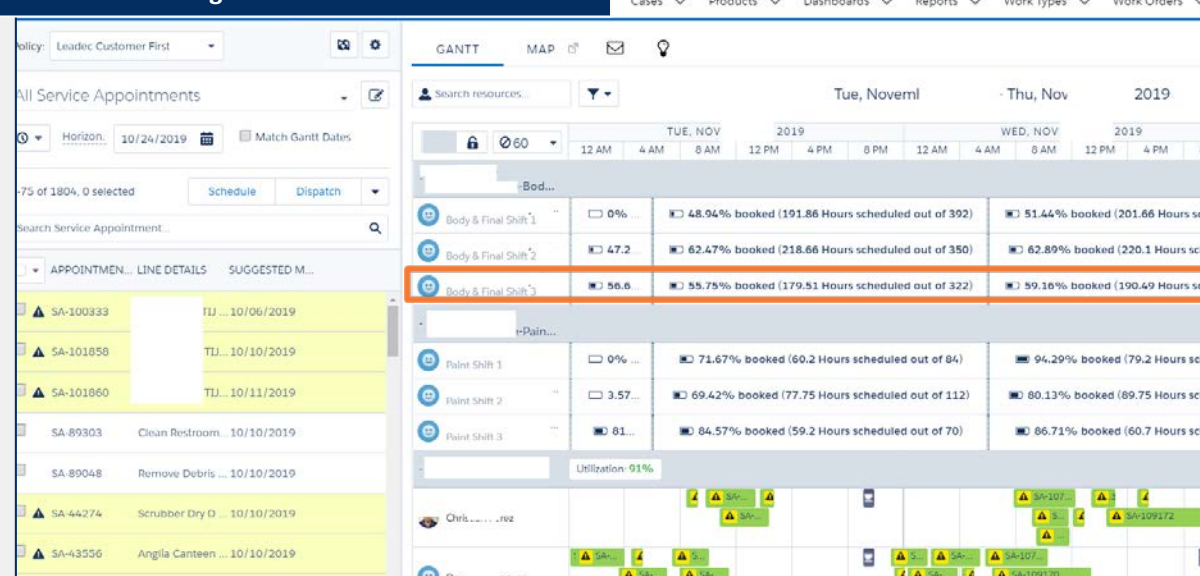
Detailed Checklists for Service Delivery

12 items - Sorted by List Item Number - Updated a few seconds ago							
	WorkType Li...	...	↑ ↓	Subject	Type	Parameter	Unit
1	WTLI 00009046	1		1 - Verificar fixação do motor, se n...	Service Task		
2	WTLI 00009047	2		2 - Verificar e anotar corrente R;	Checklist It...	Current	A - ampere
3	WTLI 00009048	3		3 - Verificar e anotar corrente S;	Checklist It...	Current	A - ampere
4	WTLI 00009049	4		4 - Verificar e anotar corrente T;	Checklist It...	Current	A - ampere
5	WTLI 00009050	5		5 - Verificar limpeza do motor, se ...	Service Task		
6	WTLI 00009051	6		6 - Verificar vibrações anormais;	Service Task		
7	WTLI 00009052	7		7 - Verificar ruídos anormais;	Service Task		
8	WTLI 00009053	8		8 - Verificar e anotar temperatura ...	Checklist It...	Temperature	C - degree Celsius

Asset
Parameter
Checking

Work Planning & Dispatching

Workforce Management via Gantt-Chart



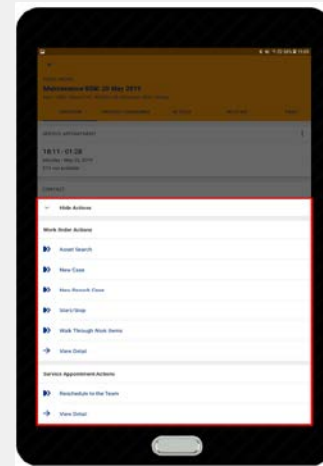
Capacity-based Scheduling

Digitalization of Leadec's Sales and Service Processes



The process of service delivery and workforce management has been fully digitalized (3/4)

Mobile Workforce Management



Enhanced FSL Mobile Functions

Work Order Actions

- ▶ Asset Search
- ▶ New Case
- ▶ New Rework Case
- ▶ Start/Stop
- ▶ Walk Through Work Items
- View Detail

Service Appointment Actions

- ▶ Reschedule to the Team
- View Detail

Fully integrated Asset Management

Please choose the next action:

- View list of 5 most recent Work Orders ☐
- View list of 20 most recent Cases ☐
- Create a new Case ☐
- Search for another Asset ☐
- Cancel and go back to Work Order ☒

Case Management

Case Management with FSL Integration

Case Management with FSL Integration interface showing a case record with various fields and tabs.

Case Owner: [User Icon] [Name] [Email]

Legal Entity: [Entity Name]

Case Number: 00001126

Contact Name: [Name]

Contact Phone: [Phone]

Contact Email: [Email]

Customer Order Number: A2019_14330

Service Contract: [Contract Name]

Service Line: TFM

Original Work Order: [Work Order]

Asset: Gebäude B4

Asset Priority: [Priority]

Main Information:

- Reason: COVS-Kundenwunsch
- Comment: An Reinigungsfirma weitergeleitet

Additional Information:

- Status: Closed
- Type: Problem
- Case Origin: Web
- Case Category: [Category]

Work Order Connection:

WORK ORDER NUMBER	SUBJECT	PRIORITY	STATUS
00012589	Work Order: Küche Aramark, Ausgabe ...	Low	Completed

Files (1):

- A2019_14330 Aug 2, 2019 - 47KB - pdf

Work Order Connection

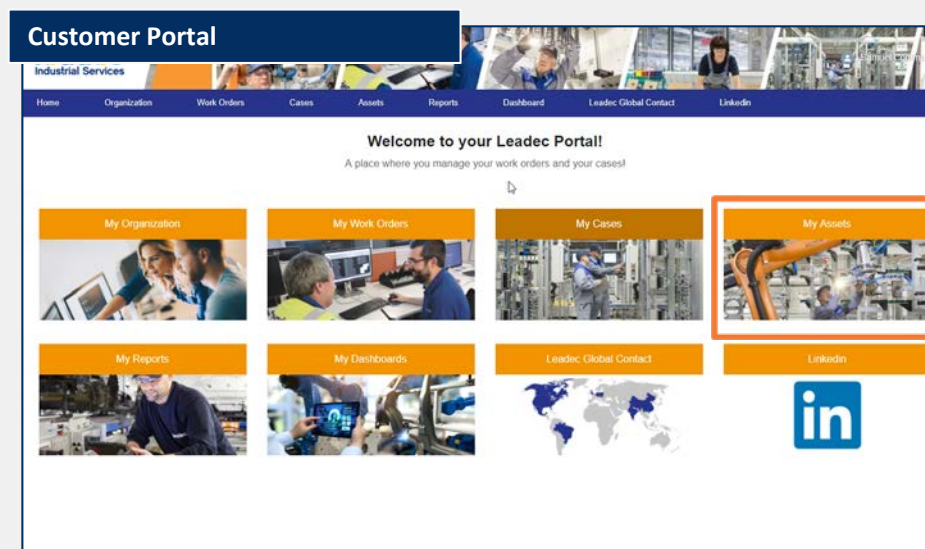
Failure Code Analysis and Closing Reason Tracking

Digitalization of Leadec's Sales and Service Processes

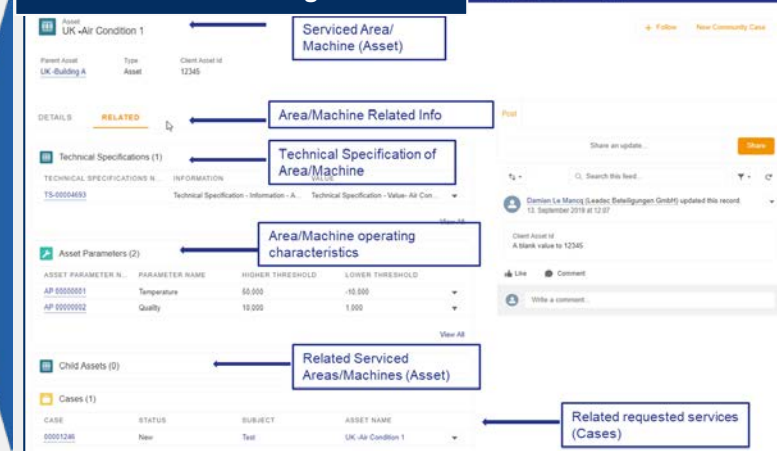


The process of service delivery and workforce management has been fully digitalized (4/4)

Customer Community Portal



Serviced Assets Tracking



Reporting & Dashboards

Einstein Analytics



Dynamic Dashboards



Our “Digital Journey” for the next years

“Get rid of excel”



Digitization of Leadeo's core business processes

- Customer order management
- Work order management
- Time tracking
- Integration of systems

"Become smart"



Use integrated applications landscape to improve existing service offerings

- Customer interfaces
- Apps to support existing services
- Use gained data to improve processes and service delivery

" Become leading edge "



New services based on Leadeo's enhanced digital capabilities

- Develop new services based on advanced technology
- Extend the activities in IoT
- Create additional value for the customer by combining data which we collect