

Conducta AG controls the business via *Sycor.Rental*

The Swiss company Conducta AG has found in *Sycor.Rental* the appropriate ERP software for supporting planning and business processes for the complex rental business.

(Göttingen, Germany) "We have evaluated a total of 12 ERP systems with rental functions; in the end we opted for Microsoft Dynamics AX and the industrial solution *Sycor.Rental*. Our key criteria were: reliability, flexibility, user-friendliness and multi-language capability," says Markus Kalberer, CEO of Conducta AG, of the company's systematic software-selection process. This move toward a new ERP solution at Conducta, the leading provider of self-erecting cranes, modular space systems and event services in Switzerland, had become necessary because the old system was no longer able to manage the rising demands. The existing evaluation options were not satisfactory, the planned integration of mobile terminals could not be realized, and the branch offices in the French-speaking region of Switzerland and in Italy also added to the need for a multi-language solution.

"For us, Microsoft Dynamics AX and *Sycor.Rental* represent an optimal combination and a strong solution for the complex rental business that we have deployed for 35 users," points out Markus Kalberer. *Sycor.Rental*, as implemented at Conducta, combines today all relevant business processes regarding the individual and bulk rentals of construction cranes, construction machinery, space systems and mobile sanitary facilities. The system maps the entire process chain, from transparent resource management using the convenient DispoControl planning tool, transport management and vehicle navigation to service and maintenance processes. In addition, Conducta can also run its trading activities via the solution. "Our implementation partner was the Swiss company Boss Info AG, which implemented Microsoft Dynamics AX, while we provided the solution *Sycor.Rental* and know-how for the rental business that was integrated with the project," explains Frank Jakobi on behalf of Sycor's management.

Integration of mobile devices with GPS data transmission

"To optimize the service processes, we integrated mobile end devices for all customer-service installers and Mobi-Toil service drivers with the

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ERP system," says Sycor project manager Jürgen Theisen. Together with Syfex, a special provider of mobile software solutions, Conecta had previously developed the solution, internally called KD-Mobile, and introduced it in stages. Smooth connection and communications with the ERP system were ensured by the consultants of Sycor in Göttingen.

Via KD-Mobile, installers and service drivers receive the workshop and service orders, previously set up by the service center in the ERP system, directly on their mobile handheld devices. And all that without any loss of time right on the construction site or an event location. Once the order is completed, the Conecta installers record their working hours on site, as well as any input of materials and parts. Coupled with scanned barcodes and georeferenced information, these data are reported back to the service center and ERP system via the GPRS network and then further processed there. Conecta profits from the reliable, real-time data transmission in multiple ways: thanks to KD-Mobile and its connection to *Sycor.Rental*, the average processing time of service and maintenance orders has decreased, and the invoicing of customers is closer to real-time. By reporting back the input of materials and parts on site directly upon completion of the work, it is possible to organize the purchase of materials and the subsequent restocking of the vehicles more efficiently. The mobile availability of new orders has optimized the travel of installers. "The reduction in the number of interfaces throughout the entire process has improved the data quality in the system significantly," adds Sycor's Jürgen Theisen.

"We are very satisfied with the introduction of Microsoft Dynamics AX and *Sycor.Rental*. All our processes are in a single system and we can run individual evaluations. What is more, with scalability and multi-language capability, the system is very much ready for the future," explains Conecta CEO Markus Kalberer.

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About Sycor:

The Sycor group of companies is a provider of comprehensive IT services with approximately 440 employees around the world. With headquarters in Göttingen and further locations in Germany, Asia and North/South America, the company has positioned itself internationally.

The company has become one of Germany's largest comprehensive IT service providers for Microsoft Dynamics AX environments. Sycor is a Microsoft Partner with six Gold Competencies and member of the Microsoft Dynamics President's Club 2011.

The company's full range of cross-industry services for Microsoft Dynamics AX and Microsoft Dynamics CRM encompasses consulting, development and training. Sycor implements solutions based on experience from many international rollouts and certified project management methods and assumes a project leadership role. Sycor also delivers comprehensive operation services, from hosting to multilingual support. Through numerous domestic and international projects, the company's consultants and developers have gained a wealth of process expertise and experience with Microsoft Dynamics AX installations for between 20 and 1,100 concurrent users.

With industry solutions based on Microsoft Dynamics AX and teams of experts Sycor also supports companies in the mobile goods rental, process and manufacturing, and retail industries.

The group of companies, founded in 1998, has had in place a quality management system certified according to DIN EN ISO 9001 since 2002. In 2010, the company recorded sales of 40.2 million euros with 310 employees.

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