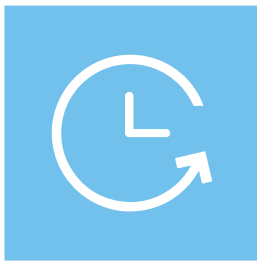




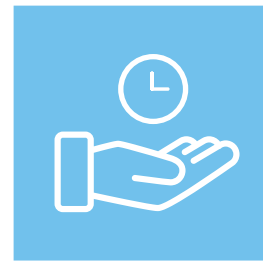
New Service Management System a Piece of Cake for Southbend



< 2 hours
downtime in the
last two years



96%
first-time
fix rate



3 hours
saved each day by the
Service Management
system

“ I’ve implemented quite a few ERP systems throughout my career, and this one was by far the smoothest I’ve seen. Our support team worked really hard to make sure we were stable from day one. ”

Rob Taylor

Director of Technical Services, Southbend



It's hot in the kitchen

When you've got four technicians handling 100 to 150 calls a day in your service department, you don't have time to waste.

That's a typical day for the service technicians at Southbend, a division of Middleby Corp. and a leading manufacturer of commercial food service equipment. They make everything from ranges to chillers for commercial kitchens, for companies including key chain accounts like Wendy's and Outback.

"We have a high standard of customer service here at Southbend," says Rob Taylor, Director of Technical Services. "We take pride in resolving issues faster than anyone in the food service industry."

A new Service Management system

To answer calls this efficiently, the service team at Southbend need information, and they need it fast. **"It takes seconds from the time the phone rings to the time a technician has all the information they need in front of them — the warranty information, the service history, everything,"** says Taylor. **"From the time they pick up the phone to the time they hang up, they're talking nonstop about the customer, their product, their needs, their situation."**

Fast has always been the standard at Southbend. But when a new Infor XA ERP system was implemented at headquarters, they needed to change over to a new service management system. Southbend considered several options, including building their own

solution. But, after seeing a demo, the company decided that RMB Solutions' Service Management was the best tool for the job.

"We're so glad we went with Service Management from RMB Solutions," Taylor says. "It's already integrated with Infor XA, which makes a lot of things easier. It does everything we need it to and more. And the support has been fantastic."

Integrated service management, ERP, field app, and web portal

Service Management provides frontline workers with a single interface to consult and work from.

"Service Management has helped us achieve a 96% first-time fix rate."

Rob Taylor
*Director of Technical Services,
Southbend*

The software system leverages robust ERP integrations so Southbend administrators can consult warranty, customer, service history, and pricing information; create service request tickets, return material authorizations (RMAs), owner registrations; and create credit memos, all from a single, secure location.

Workflow status tracking keeps track of turn-around-times, and auto-notifications keep all stakeholders informed throughout the entire workflow. Reports and dashboards provide data on customer expectations as well as actual experience.

Service technicians and field agents use the Field Service app, which has a streamlined workflow that they can access on their tablets, desktop computers, or mobile phones. The app provides all the information they need in a simplified form, all on a single page.

“We do all our warranty claim work in Service Management,” says Taylor. “Once a claim is complete, it’s automatically sent over to XA for processing. We can run our batch process more frequently now, too, so clients are happy because they know sooner when their credits or checks are coming.”

For third parties, such as local agents and dealers, RMB Solutions provided a web portal that allows them to register products and submit requests for warranty claims online.

“Agents can now register products directly in Service Management, which removes a lot of the tedious work. That information gets sent over to the ERP automatically.”

Souped up systems

On top of efficiency, the system has given Southbend new features that make communications as smooth as butter.

For example, both field service agents and the service depot can attach documents to a claim. **“We can send a service bulletin that illustrates precisely how to fix a particular item,” says Taylor. “Field service agents can attach a picture of the unit to the claim, which is so much cleaner and more efficient than sending it by email.”**

Technicians can also see instantly whether a product is in or out of warranty. **“We don’t have to do the math anymore, it’s right there in front of us.”**

With the service team cooking with gas, Taylor is able to focus his attention on performing more strategic work in the service department. The more detailed data also makes this possible.

“For warranty analysis, we now have more details on calls, like where the part was replaced, when, how many times was it replaced, was it replaced more than once,” he says.

“My goal is to reduce warranty. I have to identify which components are failing and why: Is it a supplier issue, a manufacturing issue, design? We’re now classifying calls in Service Management, so we can analyze issues and their root causes. It’s giving us more quantitative data than we had in the past.”

Outstanding training and support

Throughout the implementation, Taylor has had high praise for the support staff at RMB Solutions.



“Support has been outstanding,” he says. “I’ve implemented quite a few ERP systems throughout my career, and this one was by far the smoothest I’ve seen. Our support team worked really hard to make sure we were stable from day one.”

To manage training for the hundreds of agents across the continent, Taylor ran training sessions online, showing them how to navigate the app. RMB support recorded these sessions and posted them online for future reference.

“Regarding the RMB hosting, we have not been down two hours total in the last two years.”

“The Service Management email notifications and auto-acknowledgements are saving us three hours a day in the service tech department.”

Rob Taylor
*Director of Technical Services,
Southbend*

“We’ve gotten quite a lot of comments from our agents saying that the app is really easy to use,” he says. The implementation has been so successful that Middleby Corp. has decided to bring in Service Management to some of their other divisions. Taylor is pleased as punch that the new software is proving to be a reliable system that will stick around.

“Service Management has exceeded our expectations,” he says. “I’m so glad we decided to go with their solution, and we’re looking forward to our continued work together.”

For more information

To get a personalized demonstration of how Service Management can help you improve profitability in your service department, contact RMB Solutions at sales@rmbolutions.net or at 770-643-9284.