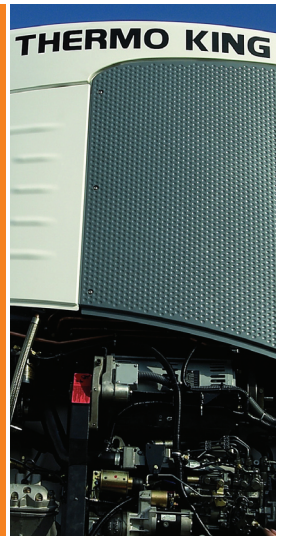




"Complete management information in just one click of a button"

Equipment Life Cycle: the ideal solution for climate control

Climate Control sets unique requirements to automation. Dysel's Equipment Life Cycle (ELC) solution meets all requirements in air-conditioning, stationary cooling, and cooled transportation.



Cor van Bergen Bravenboer
Managing Director
Thermo King Transportkoeling B.V.

In sum

The organization

Thermo King produces transport temperature control systems, applicable from service vans to trains. Thermo King Transportkoeling owns the dealership in the Netherlands, with 12 service centers for construction, maintenance, and repair. Thermo King is part of Ingersoll Rand, an organization with a worldwide network of dealers in air-conditioning, freezing equipment, transport temperature control, and other industries.

The problem

The service centers were operating almost completely separate from each other. The organization identified the need for an integrated and centralized IT-environment, more insight in parts inventory, and improved efficiency.

The solution

Dysel implemented Equipment Life Cycle (ELC) with CRM on a central server at the headquarters in Rotterdam with connections to all service centers

The advantages

All administrative processes are centralized, which allows the service centers to completely focus on maintenance and repair. Reporting tools give insight into employee efficiency and enable creating a detailed sales forecast. Ordering and invoicing have been made easier by setting up interfaces.

In 2001, Thermo King incorporated the dealership of its own equipment in the Netherlands, and started Thermo King Transportkoeling. With the help of Dysel's ELC, twelve nearly separately operating service centers have become one solid organization, working transparently and with high efficiency.

History

Thermo King was established in 1938, when Fred Jones created a cooling unit in Minneapolis to get freshly-killed chickens to market without spoilage. Today Thermo King is worldwide market leader in temperature control during transportation. The European network consists of over 300 service centers with a 24 hour repair service.

Thermo King is part of Ingersoll Rand, a worldwide operating organization with approximately 60,000 employees.

Thermo King is in the Climate Control division among Trane (air-conditioning) and Hussmann (refrigeration).

Both incorporated dealer organizations and independent dealers are part of Ingersoll Rand.

As a listed company, Ingersoll Rand wishes to use only internationally recognized automation solutions. During the take-over of the Dutch dealer network in 2001, Dysel was able to convince Ingersoll Rand of the strong international basis of Microsoft Dynamics NAV. Furthermore, Dysel proved that with ELC it owns a solution which perfectly fits the needs of a dealer organization and which comprises extensive functionality for climate control.

Ingersoll Rand was convinced of ELC's global usability, after which attention could be redirected towards the implementation at Thermo King in The Netherlands.

Administration at one location

Joining the Thermo King organization and the Ingersoll Rand Corporation led to specific needs regarding the IT environment. The administration has been centralized to allow service centers to completely focus on maintenance and repair services. All administrative processes are taken care of at the headquarters in Rotterdam. From making purchasing orders, to invoicing, to submitting warranty claims. Dysel restructured the IT environment of Thermo King Transportkoeling to make information about the service centers centrally available. The parts inventory is visible for each service center and within 24 hours items can be transferred from one service center to another. >> [Read more on the next page](#)





"In ELC, Thermo King can register every aspect of the use of refrigerants."

Joan Gaastra, Managing Partner van Dysel

Continued from front page:

The benefits of using maintenance contracts

Maintenance contracts are a commodity in the climate control industry. At Thermo King, these contracts used to be kept in spreadsheets, which is a time-consuming, error prone, and inconvenient way of working. ELC comprises many types of maintenance and service contracts, but is also flexible enough to register and invoice tailor made agreements. And ELC offers Thermo King the possibility to notify customers in case of an upcoming maintenance job, leak test, or other type of service job.

Register the use of refrigerants

There are strict conditions attached to the use of refrigerants, because they contain ozone-depleting substances (ODSs). Thermo King's previous system did not include the functionality to properly register the use of refrigerants. Besides that, processes like purchasing, selling and usage were not connected to each other. Therefore meeting the legislation concerning ODSs took a lot of effort. ELC connects all processes to each other and includes extensive functionality to register the use of refrigerants. After a purchase receipt, the gas cylinders are immediately registered with a serial number and tare weight. Consumption per cylinder is registered, by using intuitive interfaces, which can easily be filled in by mechanics. ELC automatically books the weighing differences and updates the work orders and log-books.

Extensive reporting options

The Thermo King organization has set high standards regarding reporting. Emphasis is on insight in employee efficiency, a detailed sales forecast, and extensive financial reporting. Prior to switching to ELC, the reporting process took a lot of effort at Thermo King. Information was not stored centrally and had to be collected and combined from various sources. Furthermore, it was not easy to notice the cause of deviating results. With ELC, Thermo King can see the billable hours per employee at any moment in time. And in no time the performance of every service center can be checked. A drill down on a sales person, customer group or equipment category allows Thermo King to take a look at the efficiency rates even more precisely and take the measures needed for improvement.

Always aware of the status of your equipment

Thermo King urgently needed the possibility to create an overview of a machine's configuration and maintenance history. ELC enables Thermo King to register every detail of the configuration of a cooling unit. Mechanics can check the work performed by colleagues in different service centers and a workshop supervisor can explain a service invoice to a customer at any time. After closing a sales deal, a customer might ask for quick delivery. The sales person can check whether there is a machine with the same configuration already available and deliver that machine to meet the demand of the customer. All information is directly available from a screen and always up to date.

Intelligent Field Service

Previously, mechanics at Thermo King used to fill in paper work orders and back at the office they entered the information into the system. This was double work, led to delays and caused a lot of errors. For information about machines or service history, the mechanics had to call someone at the office. Dysel provided all mechanics with a connection to the central system at the office. Now they can check the service history of a machine anywhere and anytime and fill in their work orders and hours worked on location.

Assured of correct pricing

Thermo King buys its products from different suppliers at varying prices. For scanning the purchase prices a clever data-import tool was missing. Complete supplier files had to be scanned, which led to an enormous item master. This impeded finding a specific item and made it nearly impossible to continuously update the selling prices to the varying purchase prices. In ELC, Thermo King can use interfaces for various suppliers to completely automatically transfer the most up to date purchase prices during nighttime. ELC then calculates the corresponding selling prices, which are applicable the very next day. Of course fixed prices and rebates can be set as well. Besides that, Thermo King can now scan a file containing prices, without filling up the item master with superfluous data. ELC stores the item information in a separate table and the item master will contain only active parts. As a result, the database has been reduced from hundreds of thousands of items to just thousands of items.

Dysel is worldwide supplier of Equipment Life Cycle (ELC), the powerful equipment management system based on Microsoft Dynamics NAV for organizations that buy, sell, rent, and maintain machines and materials.

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