

# CASE STUDY

## G/S Solutions & Konecranes - Springfield, Ohio

### ORGANIZATION

Konecranes is a world-leading group of Lifting Businesses, serving a broad range of customers, including manufacturing and process industries, ship-yards, ports and terminals. For over 80 years, Konecranes has been dedicated to improving the efficiency and performances of their customers in all types of industries.



### Business Challenge

Konecranes provides on-site inspection services for their clients to pinpoint safety and compliance issues and also monitor critical items that can result in equipment downtime. Previously, technicians completed their reports on paper and delivered them to a branch office, where they were entered into their system. This paper based process resulted in inefficiency, lost reports and inaccurate data. It would often take weeks for completed inspection reports to be submitted to their customers.

### Solution

G/S Solutions worked with Konecranes to automate their inspection process. Konecranes selected WennSoft's MobileTEC service management software for their technicians, along with Intermec CN3 rugged handheld computers. With a WAN radio and color camera, techs can easily document and transmit any visible issues with the cranes. G/S provided customized holsters and ziplines to support technicians working over 30 feet in the air. Full staging and maintenance for the CN3's was also provided by G/S Solutions, freeing IT resources to stay focused on their core responsibilities.

*"We've dramatically decreased the turnaround time for our inspection reporting from nearly a month to the next day or even the same day. That's efficiency in action."*

Donna Chambo, Applications Support - Konecranes

### Client Benefits

The key benefits for this solution were:

- Processing time for inspection results was reduced from weeks to a single day. WAN radio transmissions enabled immediate upload of inspection results.
- 16% reduction in equipment downtime due to increased visibility of inspection data. Inspection issues noted, escalated and addressed before major malfunctions could occur.
- Staging and support services for this project eliminated the need to expand IT coverage into this business area. Replacing a paper based process meant this was an area their team had not previously supported.

### Contact

For more information please contact

[G/S Solutions](http://www.gssolutions.com) at: 800-444-9406;

e-mail: [info@gssolutions.com](mailto:info@gssolutions.com)