

Cramo Services Sweden AB

Standardised processes for maximum efficiency

"We work on many projects and have service employees spread across national borders. That's why we need a system that can provide structure, overview and good documentation – and that works both in the office and out on the construction site," says Henri Miettinen, Program Manager – One Operations, Boels Rental.

Cramo, one of the Nordic region's leading companies in the rental of construction equipment, has created a more efficient and streamlined service business across six countries with Handyman.

Today, the system is in its 10th year of use by hundreds of employees – both in the office and in the field – and ensures both better documentation, uniform processes and significant savings.

Cramo: A complex service business with many moving parts

Cramo is part of the Boels Group and rents out construction equipment in six European countries. But the company does much more than just deliver equipment. An important business area is their services in the form of assembly and disassembly of, for example, scaffolding, hoists and other equipment on construction sites. These services are carried out by their own service technicians – and here Handyman plays a crucial role.

How Cramo uses Handyman on a daily basis

Cramo has integrated Handyman closely with their ERP system, which creates a seamless workflow.

Here's how a typical service task is handled:

1. Creation in ERP: The task starts in the ERP system, where it is created as an order.
2. Synchronization to Handyman: The order is automatically forwarded to Handyman via integration.
3. Planning and execution: A foreman plans the work in Handyman Office and sends it to the technicians' mobile app.
4. Fieldwork: The technicians add working hours, checklists, photos and documentation directly to the mobile phone – even offline.
5. Back to ERP: When the work is done, data is sent back to the ERP, where invoicing is done automatically.
6. Archiving: All documents are stored in Cramo's internal archive system, so everything is gathered in one place.

CRAMO

Focus on assembly, dismantling and rental of construction equipment

6 countries: including Finland, Sweden, Norway and the Baltic States

Digital resource planning and documentation for office and field staff – available anytime, anywhere

Technische Details

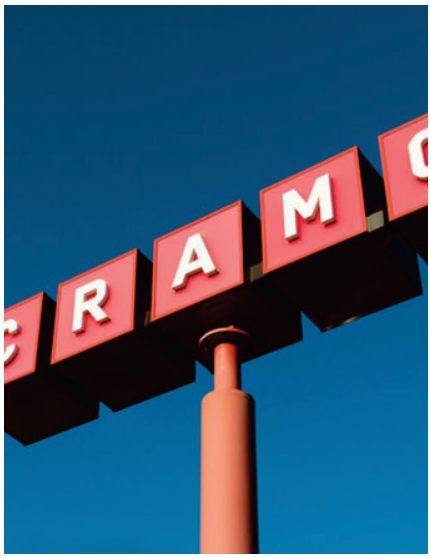
Handyman User: approx. 370 in total (office and field staff)

Technicians: service technicians in 6 countries in daily use

ERP-System: integrated ERP system (with Handyman interface)

Handyman modules used:

- Deployment and resource planning
- Mobile service app for technicians
- Digital checklists & photo documentation
- Time recording
- Service management
- Automated feedback & billing



This process applies to both larger tasks with equipment rental and smaller ad hoc service tasks, which are also created directly in Handyman.

"Before, we used paper, Outlook, Google Calendar and WhatsApp – now we have one system that brings it all together. It has made a huge difference in our everyday lives," says Henri Miettinen.

Results: Better documentation, faster invoicing and fewer manual errors

Cramo experiences great gains from the use of Handyman:

Digitalisation and standardisation: Same checklists, same processes and better documentation – regardless of country.

Automated invoicing: Order lines are processed digitally via ERP/Handyman

More quality and less hassle: Everything from customer signatures to photo documentation is in one place – and nothing is forgotten.

Fewer errors: Less manual migration means fewer typos and faster billing.

The future: Service agreements and even more overview

Cramo has great ambitions for their future use of Handyman. The next step is to start using the service module so that they can handle maintenance tasks with fixed frequencies and SLAs – e.g. weekly and monthly service on lifts.

In addition, Cramo wants better dashboards and overview. Henri Miettinen elaborates:

"We want to be able to see what we have on the table right now: How many open orders? What can we invoice? What does the exploitation look like? That would make us even more efficient."



GSGroup Deutschland GmbH Selkamp 12
44287 Dortmund

T: 0231 222 456 9-0
E: info@gsgroup.de
W: handyman.gsgroup.de

Handyman by GSGroup