

KÖNIG & MEYER

User-friendly process optimizations

What do Rea Garvey, Die Toten Hosen, and GSGroup's Handyman Software solution have in common? They all work with König & Meyer.

"Music is not in the notes, but in the silence between them." Mozart said that a long time ago. Even today, the relevance of music has not changed. And of course, music is more than just sound and tone. But, as the devil is in the details, music is also found in components that are not directly visible: high-quality equipment and accessories, for example.

Rea Garvey, Silbermond, Die Toten Hosen, and Royal Republic may not necessarily share the same target audience or genre, but they do have one thing in common: König & Meyer.

Smooth work processes

Since 1949, the company from idyllic Wertheim in Baden-Württemberg has been known in the national and international music world for its well-designed accessories, innovative design, functionality, and durability.

König & Meyer is the world's leading supplier of music stands, microphone and instrument stands, and accessories for lighting and sound technology. They equip musicians and audio producers for studio sessions as well as large concert tours and festival performances.

Improved information exchange

In line with quality standards, almost all individual parts are manufactured in-house.

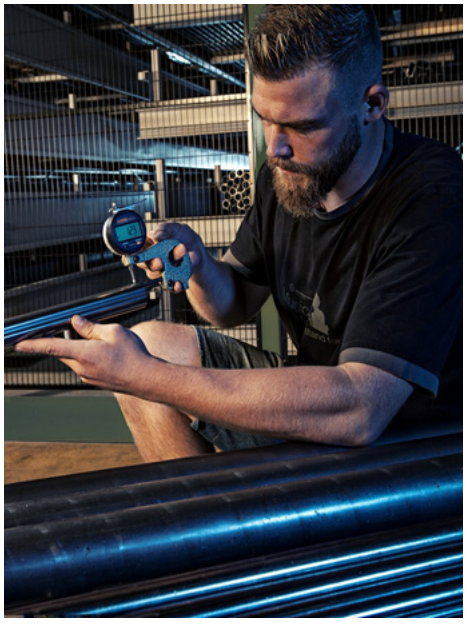
These high standards require a high degree of organization and smooth work processes in maintenance. Stefan Horun, deputy head of maintenance, building services, and refrigeration technology, reports that plant management, maintenance planning, order management, resource planning, and working time recording are the essential functions without which such a smooth process cannot be guaranteed.

In the past, König & Meyer worked with various software providers who covered the individual areas but did not connect them with each other.

"We needed software that would improve the entire information exchange process so that technicians and office staff could collaborate digitally and, above all, no longer have to use pen and paper."

K&M KÖNIG & MEYER
Stands For Music

- distributes music accessories in over 80 countries
- Leading supplier of music accessories on the market since 1949
- Almost all elements are manufactured in-house.
- Outfits renowned artists such as Die Toten Hosen and Rea Garvey





Handyman, the maintenance software from GSGroup, offers not only all of this, but also a whole range of additional functions that help König & Meyer to reliably monitor and document production processes and, if necessary, carry out repairs—with everything that this entails.

The work routine at König & Meyer used to involve a lot of detailed work and the recording of a wide variety of data. Handyman has simplified this routine considerably.

Stefan Horun explains: "We can now create error messages for individual departments directly in Handyman. This also includes scheduling employees and recording the materials needed to replace parts. The installed base allows us to see exactly which system is located where and what fault it has, and the service history shows us which faults have occurred in the past, which spare parts were used for repairs, and how long ago maintenance appointments took place. Everything is available in advance and works perfectly."

This allows individual reports to be called up that provide exactly the information that is needed.

Individual customization with the room planner plug-in

In addition to the classic Handyman functions, the maintenance and resource planner, material recording, and comprehensive reporting of all recorded data, the GSGroup team has made a number of individual adjustments:

"The personal highlight of our work with Handyman is that GSGroup has developed a room planner plug-in for us to complement the installed base, which helps us immensely with the internal maintenance of our properties. The installed base is a helpful list of the properties to be maintained, showing the installation locations – for example, 'turning shop', 'welding shop' or 'plastics department'. The room planner also provides a graphical site plan showing the locations of the properties in the individual rooms, as well as plans of individual systems including their components. The whole thing is also dynamic, so that all properties can be placed individually."

Visualized key figures and clear graphics

Handyman not only helps to carry out work more productively, it also helps to evaluate and illustrate the successes achieved.

"The visualized key figures in the dashboard are particularly helpful. This gives us and the responsible employees an overview of the maintenance costs at all times. We can also see all open and completed orders in clear graphics."

User-friendliness was convincing

"One of the key factors in our decision to choose Handyman was its straightforward and user-friendly handling. This is also reflected in our employees, who have accepted the software very well. The training phase was effective, so we were able to get started quickly."

Handyman was developed as a software solution for technicians, fitters, and maintenance personnel to help them with their daily work with intuitive, uncomplicated operation. This is exactly what König & Meyer benefits from.

In addition, routine errors are avoided and the overall mood within the team is improved.

This digital and user-friendly way of working is reflected not only in the Handyman application, but also in the consulting and support provided by GSGroup.

"We are very pleased that GSGroup was continuously available to us even during the lockdowns and met our requirements. Since then, we have been working together in a contactless project phase, which, however, did not entail any compromises in terms of personal consultation and implementation."



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