

ZOELLER

Standardized Processes for Maximum Efficiency

ZÖLLER-KIPPER GmbH relies on Handyman: the job management software offers seamless ERP integration and, through greater efficiency in day-to-day operations, creates more room for value creation.

The company history of ZÖLLER-KIPPER dates back to 1947.

The continuous structural and technological transformation in the second half of the century, combined with the company's innovative strength, ensured that Zöller-Kipper and its international subsidiaries — under the umbrella of KIRCHHOFF Ecotec — have now become Europe's largest producer of hydraulic lifting and tipping devices, the so-called "lifters."

However, the lifter has long since ceased to be Zöller-Kipper's only unique selling point. The product and service portfolio is now extensive.

Waste collection vehicles and lifter systems are adapted and upgraded with the latest technology to meet current requirements. At Zöller-Kipper, however, the focus is not solely on technical excellence.

Efficiency and a high level of organization are essential

Sustainability and efficiency are also key guiding principles, reflected, for example, in the implementation of alternative and emission-free drive systems for vehicles.

Smooth, standardized workflows, the efficient coordination of trades and resources, and full transparency across orders and cost centers are critical success factors in achieving ambitious operational and strategic objectives. They provide the foundation for sustainable productivity and consistent service performance across all locations.

A central challenge in project organization is the complex structure of service orders and the broad range of tasks service technicians must handle daily, often under time pressure and changing requirements.

Delivering consistently high service quality therefore requires thorough documentation, transparent processes, and seamless scheduling to ensure that every job is completed reliably and efficiently.

Less paper, less administrative effort

Until now, order management was handled using Word documents, Excel spreadsheets, and paper lists. This procedure varied from location to location and hindered efficient process management.

"Our goal was to find software support that brings together our heterogeneous service landscape and creates harmonious structures. Both service staff and office administrators should be relieved of workload."

ZOELLER®
KIRCHHOFF GRUPPE

- Leading manufacturer in the waste management industry for over 70 years
- Zöller-Kipper has 105 mobile users and 45 office users for Handyman
- Currently 10 service locations in Germany alone
- Certified for quality and environmental management





"Handyman stood out during our research and ultimately convinced us," says the Handyman project management team at Zöller-Kipper, led by Stefan Senftleben and Lothar Giese.

A key requirement was also smooth interaction between the existing ERP system and Handyman. In times of increasing connectivity, the complexity of IT infrastructures continues to grow.

Simplifying Processes Through Seamless Integration

Software solutions require increasingly customized interfaces to ensure precise ERP integration – which in turn involves significant time and cost.

Handyman, on the other hand, offers a standard interface that can be connected easily and with minimal programming effort to numerous ERP systems – including the one used by ZÖLLER-KIPPER GmbH.

The project began in 2019 with integration into Microsoft Dynamics NAV. In 2022, the system was migrated to Microsoft Dynamics 365 Business Central together with the Handyman extension from GSGroup.

LLothar Giese explains:

"Handyman enabled us to integrate quickly and efficiently into our ERP system. This was absolutely essential for our process workflows. Service technicians can now handle their service orders transparently and in a structured manner within Handyman and synchronize them directly with Business Central. All recorded times can be checked extremely quickly by the office staff, adjusted if necessary, and invoiced immediately. In the past, we repeatedly had problems meeting various payment deadlines – that can no longer happen today."

Simply put, the use of Handyman at Zöller-Kipper means the following for service technicians, administrative staff, and service managers: a clear overview of all ongoing orders, sorted by different priorities, is visible to everyone – both in Handyman and, above all, in Business Central.

At the same time, all order parameters (parts, time tracking, work descriptions, etc.) are automatically updated. Another process improvement is the ability to add internal notes (e.g., safety inspections/UVV), upload photos of damage, and use search and filter functions.

User-Friendliness, Performance, and Continuous Innovation

In addition to all technical advantages, Handyman offers an attractive user interface that can be customized according to customer requirements.

Expertise, experience, and craftsmanship are the three fundamental principles on which professional work, satisfactory results, and satisfied customers are built.

At the same time, it is the common ground between Zöller-Kipper and the GSGroup—with its job management software Handyman—that makes this collaboration both valuable and future-oriented.



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