

Order picking operates around the clock

Comprehensive service agreement keeps the wheels turning at Hartwall

Sometimes the level of customer service can also be measured in metres. At Hartwall, the biggest beverage supplier in Finland, Cimcorp's customer service is literally closer than the nearest phone. The service technicians Ville Veihtola and Reima Luoma are on site and are responsible for round-the-clock maintenance and customer service of the order picking system.



The service agreement made with Hartwall about two years ago was the first of its kind for Cimcorp. Now that this type of service agreement has proved a success, it is becoming more widespread. Cimcorp's service technicians will soon be considered part of the customer's staff, like they are for instance at Valio in Jyväskylä. Cimcorp is currently making similar agreements with other major clients.

Reliability just one of the advantages

The most obvious benefits of having an ever-present customer service are easy to list. Besides reliable operation, a service agreement brings the client a certain peace of mind: help is always at hand if there is a malfunction, without having to make a special call. The system offers the client many additional benefits that over time will come to seem equally indispensable.

"The client never needs to worry about finding, recruiting, training and keeping a professional maintenance team up to date. Likewise the customer can forget all about stoppages in maintenance due to holidays or sickness. The

agreement guarantees that the customer will constantly have a skilled and committed service team at their disposal", says Veihtola.

Working hours are in line with Hartwall's. "We work normal day shifts so that at least one of us is always present. Outside working time we are on call."

Customer service on the customer's premises also facilitates preventive maintenance.

"All too often the service technician is called in to situations which are not maintenance as such but more the repair of a fault that has appeared. In this system we have the chance to check the condition of the equipment continuously and sort things out before a malfunction occurs", explains Luoma.

"At the same time of course we take care that the spare parts store is stocked up, in other words, that all the things we need for maintenance are always to hand", Veihtola goes on.

Changes to the system can also be tested and implemented faster when maintenance is always on site.

"Of course different kinds of suggestions for development and improvements are always welcome. That is what we are here for, to make life as easy as possible for the customer and to

see that the system meets its requirements every single moment", says Luoma.

Self direction – the trump card in customer service

"The idea naturally is to carry out preventive maintenance and updates at the quietest times, to reduce additional stoppages in the system due to maintenance. During busier periods at Hartwall, such as in summer and on major public holidays, customer service concentrates on repairing any faults or disturbances that occur."

And what if a problem comes up that the service technicians don't know how to fix then and there?

"That kind of situation mainly happens if there is a fault in the servers or if changes or corrections have to be made to the software. Then we get in touch immediately with Cimcorp in Ulvila. So the customer doesn't have to worry then either, even if the two of us can't help."

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*Reima Luoma
and Ville Veihola
enjoy the daily
routine at Hartwall.*