



Evatic promotes advanced workflow management at SCAN COIN

SCAN COIN, founded in Sweden in 1966, is a global leader in cash processing solutions. Products range from compact counters, sorters and tellers, to extensive self-service systems.

The international customer base is served through a network of SCAN COIN companies and distribution partners covering more than 100 countries.

This case study is about SCAN COIN's German operations, which will be leading for all Evatic implementations at SCAN COIN world-wide.

A need for control and security

SCAN COIN provides various business segments with advanced solutions for cash management. The devices which SCAN COIN delivers are complex and often tailored to fit a particular customer's unique requirement usually filling a business critical function. Devices out of order may create noticeable economic implications and it is thus very important that SCAN COIN services and maintains the equipment on a regular basis to prevent malfunctions.

Over the years SCAN COIN Germany has experienced a steady growth and this has naturally led to an increase in the number of service projects performed by the company. This, in turn, has created lots of paperwork, resulting in time consuming administration and inefficient procedures. Using a simple system not designed for handling service management did not improve the situation either, especially as limited data capture related to customers and equipment only created a sparse foundation for intelligent analysis and reports.

Profit centre vs. paper mill

The ever increasing workload and need for documentation eventually led to the realisation that SCAN COIN's existing system was not good enough. Instead of streamlining routines, keeping track of periodic maintenance jobs, service contracts and field force resources, the system actually caused additional headaches, especially due to the large amount of paperwork it generated. The lack of data and prints stored electronically caused the work to



From left: Per Ola Ovin (SCAN COIN owner) Torben Nilsen (CEO SCAN COIN Denmark) and Arild Andersen (CEO Evatic AS)

be more inefficient in general, while reviewing and reporting became very challenging.

What SCAN COIN really needed was a better-quality system that could reorganise and streamline their routines to ensure that the busy service department was turned into an efficient profit centre instead of maintaining an old fashioned, disorganised paper mill.

Workflow Management

In the initial implementation phase SCAN COIN's workflow and procedures were carefully reviewed by Evatic consultants, co-operating with key persons at SCAN COIN. SCAN COIN decided early on to go for Evatic's mobile solution which is available for smartphones, PDA, mobile phones and PCs. This dramatically improved the productivity of the field force as more procedures connected to a project could now be conducted by the technician directly - or even automated by the system. Today SCAN COIN has got all data related to a task, customer, contract and equipment stored in the central system.

"Earlier we would receive our work orders on a piece of paper. When the task was completed we had to physically send the papers back to our service manager by fax or post. It was time consuming and inconvenient to deal with this while trying to be efficient out in the field."

Detlef Griesbach, Service Technician
SCAN COIN - PERCONTA GmbH

By using Evatic Mobile it is now easy for the service technicians to receive and report service assignments in addition to register and order articles, check stock availability and retrieve service history and documentation while onsite.



SCAN COIN's technicians have become more efficient as they now can focus on the work they are actually meant to perform.

Intelligent solutions for high performance

At SCAN COIN service articles are organised in a clever and effective way. For instance, by using automatically defined fixed travel fees for customers controlled by zone pricing, the mileage costs are calculated and added to the invoice automatically in Evatic. Another efficient solution is the cost handling for equipment and devices which are part of a larger system constellation. Here Evatic has been set up to operate with different hourly rates related directly to the equipment, thus making it possible to charge different rates when working on different devices even if the devices are part of the same system constellation. In effect, this is also an added security as it prevents the user from making incorrect entries into the system.

This greatly reduces administrative work related to pricing and invoicing, and effortlessly automates expense recognition connected to vehicle costs. Seamless integration with SCAN COIN Germany's ERP system *SAP Business One* easily eliminates double registration and invoices generated in Evatic is automatically sent to SAP for further processing and bookkeeping. The interface was created in cooperation with Columbus Systems.

Contract monitoring

All of SCAN COIN's service contracts are calculated in Evatic. The system conveniently organises all recurring projects automatically (auto tasks). Auto tasks are entered into Evatic only once, with information about appropriate time between visits and any additional information that may be of interest to the service dispatcher or the service technician. Recurring projects are visible in a separate folder in the main system, making it easy for the service dispatcher to dynamically plan the jobs while keeping a long-term perspective on scheduling. Evatic will then monitor the activity related to the contracts and generate profitability reports.

This gives SCAN COIN complete control over a contract's capability to create negative or positive outcome - essential information to have at hand when reviewing and renewing customers' contracts.

"Evatic gave the impression of being a system designed especially for managing our operations. Keeping track of service contracts, recurring projects and reports are now easily taken care of in one single system".

Hans Annuszies, Service Manager
SCAN COIN - PERCONTA GmbH

A European expansion

With Evatic SCAN COIN can now register all service calls centrally. In fact, SCAN COIN's four service departments efficiently serve Germany's entire operations. All data and information gathered from the numerous service projects across the country are thus unified and utilized to the fullest to create a better overview and a much needed foundation for revenue and efficiency reports.

SCAN COIN France, Sweden, Denmark and Norway have all decided to use Evatic to manage their service departments, and the implementation processes in these countries has been initiated.

Customer since: January 2011

Integrated with: SAP Business One

Companies operating in the cash flow management business often serve numerous different markets, making it a complex and complicated industry. To be viewed as a reliable and responsible business partner is of paramount importance as customers of such solutions are heavily dependent on the equipment in their daily operations.

Please contact sales@evatic.com if you would like to know what Evatic can do for your business.