



Reference Case Maas



About Maas International

Maas International is a market leader in the vending industry with coffee, confectionery, cold drinks and snack vending machines. Maas employs over 350 field technicians to service their vending machines at client sites. Service usually includes refilling, cleaning, and general maintenance of the vending machines.

Innovative Vending Communications

To improve its service operations Maas International initiated the Innovative Vending Communications (IVC) project. The ultimate goal of the project was to increase customer satisfaction with faster response times and increased quality of service delivery. Maas International had set its sights on raising the bar for their service operations.

Realizing a Solution

Automation of both internal and field service processes was critical in the IVC project. To improve response times, the status of each and every field worker must be tracked. Additionally the deployment of a service call needed to be a streamline process where the field worker is equipped with all necessary information and materials before arriving at the client site.

Maas International implemented Tensing Mobility Platform to automate its field service processes. Tensing Mobility Platform not only tracks the flow of goods, but also the cash flow from the vending machines. Tensing Mobility Platform allows Maas to plan all service calls with the planning tool to optimize worker efficiency. Field technicians receive all customer information, materials needed, and routing information before heading to the customer site, cutting down on return trips.

The implementation of the 350 service engineers and operators in the Netherlands was completed in

2003. In 2004 the European roll-out was started for the Maas International establishments in England, Germany and Belgium. Around 700 field employees are working with Tensing Mobility Platform today.

Fast Facts

- Tensing Mobility Platform: Tensing Mobile Workflow, SAP/R3;
- Integration between Tensing Mobility Platform and SAP/R3;
- Wireless communication: Vodafone GPRS network;
- Handheld computer operating system: Pocket PC 2002 and Pocket PC 2003;
- Hardware: Symbol PPT-8137 and MC-9062 (with integrated GPRS modem).

