



Reference case Saval



Tensing Fleet Management at Saval

Saval has been designing, manufacturing, and servicing fire fighting equipment since 1925. Around 200 employees are constantly working to provide a wide spectrum of businesses with the best fire protection equipment in the industry. Saval is part of the Imtech group, an extensive group of companies with 16,000 employees worldwide. Imtech operates in a variety of technological fields, such as health and utility.

To automate its company fleet Saval chose the mobile solution Tensing Fleet Management. Tensing Fleet Management combines track and trace functionality, mobile data communication, mileage recording, mobile messaging and work hours logging. Tensing Fleet Management's architecture is designed to be modular and flexible. It can be easily configured to meet specific customer requirements

Tensing Fleet Management in Action

Saval's Service and Maintenance department provides monitoring and maintenance services for their brand of fire extinguishing equipment as well as other brands. More than 100 service engineers are out in the field daily to perform maintenance at customer sites.

Tensing Fleet Management enables Saval to monitor the location of each vehicle for quicker response to emergencies. Additionally the Tensing Fleet Management solution works with the Aplicom Black Box system to provide complete route navigation. Service engineers are also able to specify their routes by typing in the service order and the type of activity (repair, service, etc.).

"We wanted to automate our field service department in phases. That is why we chose a growing path in which we started with the track & trace functionality and the logging of working hours and trips.

After the first phase we will completely automate our field service including digitalizing our service reports. Tensing detailed the entire implementation process before beginning the project and has walked us through the first phase", said Norbert Albersen, Customer Relation Manager at Saval.

Saval's Choice of Tensing

According to Albersen, "Tensing's product suite suited our goals and needs in automation. It offered us the ability to automate our company fleet in phases so that our internal organization can work with these automated field service processes gradually."

The Implementation

"Though implementation was successful with all our first phase goals realized, it was a complex process. As with all projects of large size and scope, it took great effort from both us and Tensing to coordinate all parties, build the hardware in our vehicles to receive GPS/GPRS connections, and integrate with existing data from our current ERP software," said Albersen. "But Tensing was a partner in the entire process, working with us to ensure our satisfaction. I expect the implementation of the next phase will be to our satisfaction as well."

