

# Profile: Toshiba TEC Germany Imaging Systems

## Toshiba TEC Germany Imaging Systems chose solutions from Exact Software to fully automate the Dutch Service Office.

Toshiba, a world leader in high technology, is a diversified manufacturer and marketer of advanced electronic and electrical products, spanning information & communications equipment and systems, Internet-based solutions and services, electronic components and materials, power systems, industrial and social infrastructure systems, and household appliances. The European electronic imaging division, Toshiba TEC Germany Imaging Systems GmbH, is a leading vendor of information technology and office equipment products. The range extends from multifunctional printers and copiers (both black-and-white and color) through fax machines and LCD projectors to digital document management products.

### Exact Globe and Synergy Enable the Smooth Operation of a New Field Service Organization

In 2003, Toshiba purchased the portion of its previous business partner, Danka Business Systems, that had been selling, distributing, and maintaining Toshiba photocopiers, faxes, and printers through a dealer network. Toshiba was then faced with the challenge of implementing a system to manage all the customers, articles, configurations and contracts previously managed by Danka. This was no small task as it involved 20,000 customers, 50,000 articles, and 40,000 configurations combined in 60,000 contracts. The new system had to be in place by the time 70 new Toshiba TEC employees were to start in a new building in Houten, The Netherlands.

To meet this challenge, Toshiba TEC chose a fully integrated business information system based on Exact Software products. The starting point was Exact Globe™ for “back-office” activities like accounting, purchase and order administration, and invoicing. Exact Synergy® with Rental and Field Service were selected for “front-office” activities such as contract management, service management, customer relationship management (CRM), human resources management (HRM), assortment, and document management.



#### Business Issue

An acquisition created the need to establish a new unit for the sale, distribution, and service of Toshiba products.

#### Impact

A system had to be put in place quickly to manage 70 new employees, 20,000 customers, and 60,000 service contracts.

#### Solution

Exact Globe™ for accounting, purchasing, order administration, and invoicing. Exact Synergy® with Rental and Field Service for contract management, service management, customer relationship management (CRM), human resources management (HRM), assortment, and document management.

#### Results

- Service technicians have all the information they need for optimum delivery of service on-line at the customers' offices.
- Service technicians can input information about service calls on-line including hours worked, supplies, and copier counts.
- Information about maintenance work is now clear for everyone, and there is an updated report of the repairs carried out.

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With Exact solutions in place, all this information is entered only once and quickly retrieved using the advanced search capabilities of Globe and Synergy.

On average, the service mechanics of Toshiba TEC (approximately half the employees at the service office) pay three visits each day to customers for maintenance (checking or remedying breakdowns) of photocopiers or other machines. Thanks to Exact Field Service, the mechanics have all the information they need for optimum delivery of service online at the customers' offices, such as the articles that come under the warranty, and their hourly rates. In turn, the mechanics can register the information they obtain during their visits on-line. They may record service costs, supplies and copier counter (keeps track of the number of photocopies made, and thus of the use of the machine). Information about maintenance work is now clear for everyone and there is an updated report of the repairs carried out.

As soon as this information has been entered in Synergy through standard workflows, users can automatically generate orders for materials and working hours. As soon as the stock is below the desirable level, a simple order can be made to load the trucks in the warehouses in Germany. In the future, these external warehouses will be managed through EDI with automated feedback of this management as well.

**The service mechanics of Toshiba TEC pay three visits each day to customers on average. Thanks to Exact Field Service, they have all the information they need for optimum service delivery.**

Toshiba TEC plans to implement a customer portal to streamline its service offering. As soon as the customer portal is operational, customers may visit the site to refer to all the documents (for example visit reports or offers) or to check on the status of support calls. Customers will also be able to enter counter readings of copiers leased from Toshiba through a workflow request in Synergy.

For more information about Exact Software™, please call your Exact Software account representative, certified Exact business partner, or visit [www.exactamerica.com](http://www.exactamerica.com).

