

PHALANX replaces all unnecessary paperwork throughout Aggreko plc's North American and European service centre network to reduce operating costs whilst increasing contract profitability.

THE CLIENT

→ Providing solutions to customers who need power, temperature control or oil-free compressed air, Aggreko serves companies across a wide range of industries, with over 133 locations offering 24/7 services in more than 100 countries.

Projects can range from a weekend generator hire for a music festival to multi-million pound contracts for powering petrochemical plants or, in some cases, entire cities in times of shortage.



THE PROBLEM

→ Aggreko operates a 'hub and spoke' model where customer demand is captured in call centre hubs before being passed to a network of service centres for fulfillment.

Shortly after introducing a new Enterprise Resource Planning (ERP) system, it became clear that a backlog of unprocessed paperwork was building up at both the service and call centres. This backlog resulted in unnecessary delays and errors in processing equipment orders and customer returns.

The traditional approach of using multiple paper forms and human effort to track and manage physical equipment was not in line with Aggreko's vision for lean operations. Deciding to radically improve the operational processes at its service centres and get information into the ERP system in real time, Aggreko turned to Spartan Solutions to take advantage of the unique benefits of PHALANX.



Images courtesy of Aggreko plc

“ One seldom comes across a business solution that has a simultaneous immediate positive impact on operational efficiency and customer service levels but Spartan Solutions delivered just that. ”

Tom Armstrong, Chief Information Officer
Aggreko plc

THE SPARTAN SOLUTION

→ PHALANX was introduced to remove all unnecessary paperwork from the Aggreko service centre network and provide wireless connections between operations and the call centre hubs. This means that customer contract requirements and equipment returns can now be communicated wirelessly in real time between Aggreko's ERP

system and PHALANX enabled, mobile handheld computers.

Thanks to PHALANX, Aggreko engineers can now quickly scan and identify unique pieces of equipment using Radio Frequency Identification (RFID) tags. Spartan provided over 30,000 RFID tags to Aggreko for attachment

to all rentable items – from generators to control panels and even hoses.

PHALANX now supports the real time integrated operations of around 90 Aggreko service centres across Europe and North America.

THE RESULT

→ The introduction of PHALANX removed all unnecessary paperwork from Aggreko's business, immediately eliminating all the associated delays and errors experienced in the past.

The deployment of PHALANX means service centre engineers can now process equipment returns by simply scanning the attached RFID tags or barcodes. Contract profitability has increased as all billable equipment information such as fuel and running hours is now captured quickly and accurately on PHALANX handheld computers.

Information on customer orders is wirelessly relayed from a call centre hub to the appropriate service centre and appears instantly on the equipment picker's handheld. Any modifications to a customer order are automatically flagged to the call centre team and updated in the ERP system.

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Tom Armstrong,
Chief Information Officer,
Aggreko plc

"PHALANX has allowed us to eliminate all our picking and fulfillment paperwork. An additional unexpected benefit is how much the system has shed new light on some key details of our operations which were previously hidden."

Stephen Henry,
Group Operations and
Infrastructure Director,
Aggreko plc

