Sysmex America, Inc. achieves leading service status with IFS Field Service Management

Sysmex chooses IFS Field Service Management for its support organization

In 2003, Sysmex America made the decision to begin selling its diagnostic instruments directly throughout North America. In order to support its sales and field service teams they required a solution that would meet the requirements for their internal associates and clinical customers. Sysmex needed a solution that would give them the ability to track and manage service calls and dispatch field service representatives to customer sites. Being in an FDA-regulated industry also meant that the solution had to be compliant from a software perspective to capture information accurately and document changes. IFS Field Service Management Solution was chosen for its ability to meet and support requirements and customize the solution to the unique needs of the business. “Our satisfaction is really strong. We continually ask ourselves if it is the horse that we want to continue to ride after 10 years, and it is. It’s a product that is not only configured for our organization to do what we need it to do, but it does it the right way,” said Adam Brody, Director of Enterprise Systems at Sysmex America.

The initial implementation of the solution was done by the professional services team at IFS. Over the years that Sysmex has used IFS Field Service Management, they have gone through multiple upgrades. Most recently there was a major upgrade to the user interface. Users were able to get up to speed quickly with little training required due to the intuitive nature of the interface. The IFS professional services team aided in the implementation with a good plan and shared both project management and technical responsibility with Sysmex. “I don’t think we could have done it without their experience and their help,” Brody stated.

About Sysmex

Sysmex America, Inc. located in Lincolnshire, Illinois, is the US head- quarters for Sysmex Corporation based in Kobe, Japan. Sysmex America distributes and supports automated in vitro diagnostic hematology, coagulation and urinalysis analyzers, reagents and information systems for laboratories and healthcare facilities throughout Canada, US, and Latin America. Sysmex America and Sysmex Canada sell, distribute, and service the analyzers to their customers in clinical laboratories.

www.sysmex.com

Day to day operations made easy

With over 100 field service representatives in North America, Sysmex America provides initial implementation and routine, preventative, and incident maintenance services to its customers. Typically, a customer calls the Technical Assistance Center to report an incident or ask a question. The information is then logged into IFS Field Service Management. When a customer request or incident must be escalated past Sysmex's call center, it is dispatched to the field service representatives who are responsible for servicing the client and documenting service details (i.e. time to service, travel, and parts) through IFS Field Service Management. The solution is used by two different groups in the organization. The first is through the Technical Assistance Center that takes advantage of the full interface. The second is a lighter version for the field service technicians that is based on targeted functionality applicable to the specific tasks they perform.

Sysmex leverages functionality in the program to manage customer contracts (i.e. contract terms, length, and other contract details), to track and manage inventory (i.e. field service representative trunk stock), and for scheduling regular and preventative maintenance activities.

A CRM solution that can manage customer growth

The customer is the top priority for Ecolean and the ability to build, nurture and manage long-term customer relationships is a necessity. Whereas a new ERP system would allow Ecolean to address the challenges of lightweighting and company growth, it would not be able to support customer growth. For this, Ecolean would require a customer relationship management (CRM) system.

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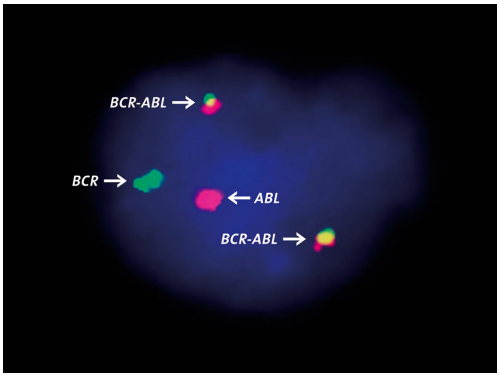
The company integrates the IFS Field Service Management solution with its sales CRM, data warehouse for business intelligence and analytics, web presence for customers, and its ERP system. Integration has enabled automation in various processes for Sysmex. For example, IFS Field Service Management can read customer master information from the ERP system, simplifying how customer records are connected. Parts information and associated invoices can also be integrated from the ERP system to IFS Field Service Management. "If this interface wasn't there, additional key strokes would be required.

Benefits

- Increased accuracy of information
- Improved accountability of service representatives
- Access to information on reliability and performance of diagnostic instruments
- Increased productivity through automation
- Faster service call resolution



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Adam Brody, Director of Enterprise Systems at Sysmex America

The automation piece that is feeding into our ERP system has less touch points and has caused efficiency gains in the backend," commented Brody, "I think it's really about getting the data and information into our user's hands quickly, providing them with the tools they need to get the job done."

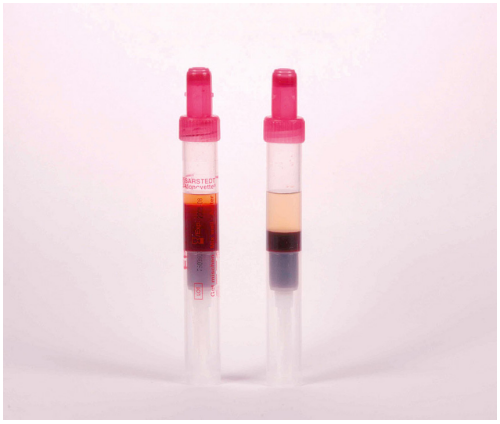
Sysmex achieves service excellence with the help of IFS Field Service Management

Sysmex is committed to providing its customers with exceptional service. Each month, an estimated 12,000 service calls are answered by the organization and documented within IFS Field Service Management. Approximately 25% of those calls are escalated and dispatched to field service technicians through the solution.

Sysmex has been awarded the highest industry rating for overall service performance for the past six years by a third-party research firm that surveys customers of hematology vendors. This category takes factors into consideration such as service engineers, phone and remote support, response times and clinical applications. "We are the leader in service for our industry, and I think that IFS Field Service Management supports us being that leader in the industry. We are very proud of the service we provide," stated Brody.

The future of IFS Field Service Management at Sysmex

Sysmex has been piloting a solution and preparing for launch of the new mobility offering for IFS Field Service Management, Mobile for Android to their Field Service Representatives. The pilot group has been very successful and Sysmex is just days away from the full launch. Day-to-day efficiency gains have been realized in the time to accept and respond to service calls. Field representatives no longer have to wait for the application to load on their laptop; they will now have the ability to access assignments on their phones. "The ability to respond back to the system and get the right information out to the teams at the right time has no doubt been extremely valuable," says Brody.



Find out more

Further information, e-mail info@ifs.com, contact your local IFS offiwce or visit our website, ifs.com

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