

Eickhoff Group delivers service-centric operations globally with latest IFS FSM



The Eickhoff Group is a market leader in technology and services for demanding mining and gearbox applications. An IFS FSM customer since 2014, the company has recently implemented the latest release of its Field Service Management solution, IFS FSM.

Based in Germany, Eickhoff manufactures mining machines used by coal mines and foundries, and gearboxes for wind turbines and industrial applications. With a reputation for quality engineering, the company is a technology leader for automated raw material extraction in underground mining.

Within the group, Eickhoff Service supports international mining and wind farm projects, with service and maintenance becoming increasingly critical strategic growth drivers for the business. Delivered locally through a network of worldwide subsidiaries and service centers, activities include assembly and commissioning, maintenance and repair, training and workshop services.

Capture and interpretation of critical data

Having seen the business benefits of IFS FSM first-hand for five years, Eickhoff became an early adopter to field test and optimize the latest version. Explains Dietmar Schmitz, Head of Service Product Development at Eickhoff: “As we become a more service centric business, it’s vitally important to capture and interpret data in order to understand customer needs and improve our product. IFS FSM provides us with a platform and single data repository through which the business can embrace the Internet of Things (IoT), Artificial Intelligence (AI) and Machine Learning, all of which enable us to better capture and analyze customer data and improve the service we offer.”

About Eickhoff

Founded in 1864, the Eickhoff Group manufactures and supports plant and gearing technology used in extreme conditions such as mining, wind farms and foundries.

Headquartered in Bochum, Germany, the group employs 1,200 staff with global subsidiaries including Australia, in Russia, in China and South Africa, Poland and Belarus.



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Dietmar Schmitz, Head of Service Product Development, Eickhoff

Covering the complete service lifecycle, IFS FSM supports operations end-to-end. “We have a solution that covers everything – from planning and scheduling, to multi-level product structures, to parts and asset management,” says Schmitz. “Engineers can process different data streams and display interconnected processes, and also enjoy full mobile access to the information they need in the field.”

A collaborative process

With Eickhoff’s business growing, and new service-centric revenue streams, IFS FSM is a core application to enable the changes needed to adopt a successful servitization model. As part of this, Schmitz and his R&D team were able to provide feedback on the application to IFS developers, allowing the subsequent release to address key customer needs. Explains Schmitz, “By using FSM 6 in an early pre-release stage we were able to prepare and help shape the solution for our market. For instance, we really like the web client in the new FSM - it’s faster and easier to configure and administer. User acceptance is excellent as it readily supports day-to-day tasks. It’s also easier to roll out to our users worldwide.”

The collaboration even extended to helping Eickhoff test the market. “Together with IFS we presented an industry showcase in Hamburg looking at the ways IoT could be applied to wind turbine operation”, he explains. “The positive market feedback confirmed using FSM was, and remains, the right choice for us and our customers to exploit IoT.”

Global visibility

Using IFS FSM Eickhoff is able to operate globally, whilst continuing to provide customers the best service locally. “We have successfully rolled out FSM to our subsidiaries worldwide, including localized customizations where needed. More than a hundred staff company-wide already use or depend on IFS FSM in their everyday roles,” says Schmitz. The integration capability of IFS FSM was one of the key factors for choosing IFS. “We didn’t want to change our IT landscape, and the support from IFS and local consultants was excellent,” he adds. We got answers whenever we needed them, and expertise to ensure software meets our different local requirements.”

Enabling digitalization and IoT innovation

Schmitz is looking forward to the continued growth of Eickhoff’s service offer. “Using IFS brings our users an information system that’s more efficient. Everything is consolidated and instantly available at the click of the mouse or the tap of a screen. It means anyone in the company has the accurate data and insight they need to make the right decision at the right time. We look forward to leveraging the new platform as a key enabler of continued digitalization and IoT innovation.”

Benefits seen using IFS

- Full global visibility and management for field service.
- Supports future opportunities with digitalization and AI technologies.
- Easy to use for both daily and occasional users.
- Seamless implementation across subsidiaries.
- Built to enable service-centric business models.



Find out more

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

