

Reference



## Conducta AG

### Conducta AG controls the business via *Sycor.Rental*

The Swiss company Conducta AG has found in *Sycor.Rental* the appropriate ERP software for supporting planning and business processes for the complex rental business.

„We have evaluated a total of 12 ERP systems with rental functions; in the end we opted for Microsoft Dynamics AX and the industrial solution *Sycor.Rental*. Our key criteria were: reliability, flexibility, user-friendliness and multi-language capability," says Markus Kalberer, CEO of Conducta AG, of the company's systematic software-selection process. This move toward a new ERP solution at Conducta, the leading provider of self-erecting cranes, modular space systems and event services in Switzerland, had become necessary because the old system was no longer able to manage the rising demands. The existing evaluation options were not satisfactory, the planned integration of mobile terminals could not be realized, and the branch offices in the French-speaking region of Switzerland and in Italy

also added to the need for a multi-language solution.

„For us, Microsoft Dynamics AX and *Sycor.Rental* represent an optimal combination and a strong solution for the complex rental business that we have deployed for 35 users," points out Markus Kalberer. *Sycor.Rental*, as implemented at Conducta, combines today all relevant business processes regarding the individual and volume rentals of construction cranes, construction machinery, space systems and mobile sanitary facilities. The system maps the entire process chain, from transparent resource management using the convenient DispoControl planning tool, transport management and vehicle navigation to service and maintenance processes. In addition, Conducta can also run its trading activities via the solution. „Our implementation partner was the Swiss company Boss Info AG, which introduced Microsoft Dynamics AX, while we provided the solution *Sycor.Rental* and know-how for the rental business that was integrated with the project," explains Frank Jakobi on behalf of Sycor's management.



#### Conducta AG

#### Headquarters:

Winterthur, Switzerland

#### Industry:

renting and trading of construction machinery and equipment, space systems

#### Size of company:

157 employees  
CHF 59.8 million in sales (2010)

#### On the Web:

[www.conducta.ch](http://www.conducta.ch)

#### Project

Implementation of *Sycor.Rental*

#### Benefits:

- Mapping the entire process chain in a single system
- Individual evaluation options
- Optimized service processes by integrating a mobile solution
- Future-proofing the IT investment

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### Integration of mobile devices with GPS data transmission

„To optimize the service processes, we integrated mobile end devices for all customer-service installers and Mobi-Toil service drivers with the ERP system,“ says Sycor project manager Jürgen Theisen. Together with Syfex, a special provider of mobile software solutions, Conducta had previously developed the solution, internally called KD-Mobile, and introduced it in stages. Smooth connection and communications with the ERP system were ensured by the consultants of Sycor in Göttingen.

Via KD-Mobile, installers and service drivers receive the workshop and service orders, previously set up by the service center in the ERP system, directly on their mobile handheld devices. And all that without any loss of time right on the construction site or an event location. Once the order is completed, the Conducta installers record their working hours on site, as well as any input of materials and parts. Coupled with scanned barcodes and georeferenced information, these data are

reported back to the service center and ERP system via the GPRS network and then further processed there. Conducta profits from the reliable, real-time data transmission in multiple ways: thanks to KD-Mobile and its connection to *Sycor.Rental*, the average processing time of service and maintenance orders has decreased, and the invoicing of customers is closer to real-time. By reporting back the input of materials and parts on site directly upon completion of the work, it is possible to organize the purchase of materials and the subsequent restocking of the vehicles more efficiently. The mobile availability of new orders has optimized the travel of installers. „The reduction in the number of interfaces throughout the entire process has improved the data quality in the system significantly,“ adds Sycor’s Jürgen Theisen.

„We are very satisfied with the introduction of Microsoft Dynamics AX and *Sycor.Rental*. All our processes are in a single system and we can run individual evaluations. What is more, with scalability and multi-language capability, the system is very much ready for the future,“ explains Conducta CEO Markus Kalberer.