

DESIGNA

OPTIMIZED CUSTOMER SUPPORT AND AUTOMATED INVOICING



CUSTOMER

With over 16,000 installed parking management systems and numerous sales partners and subsidiaries in over 60 countries, DESIGNA Verkehrsleittechnik GmbH is one of the world's leading manufacturers of fully automatic parking systems. The integrated solutions consist of software, hardware, and service components. With over 10 years of experience in Application Service Providing (ASP), DESIGNA is the market leader in digital-based systems with its Cloud for Parking Systems.

CHALLENGE

Customer support receives all fault reports from DESIGNA's customers, for example, if the interface to a credit card operator does not work and the parkers cannot pay their fees by credit card. The department processes around 10,000 tickets annually via the 446 Plattform® (as of March 2020). While the customer support department works with an ERP system, the technical support department has been using the 446 Plattform® almost exclusively to process malfunctions since 2010. A new interface was required to ensure an efficient flow of information between the two systems and a completely digital process from general customer support to technical support. Furthermore, the process had to be billable, and the invoicing had to be automated.

SOLUTION

In 2019, DESIGNA decided to connect and synchronize the ERP system with the 446 Plattform® using an interface. Isonet created a technical workflow and configured interfaces in close cooperation with DESIGNA. The advantages are obvious: Using the interface, DESIGNA can generate the order in the ERP system, transmitted to the 446 Plattform®, and processed there. After processing, the company can create an invoice for the transaction directly and access both systems' data.

COMPACT

Company Headquarter
Germany, Kiel

Employees
239 (2019)

Industry
Parking Systems

Economic Area
worldwide

Turnover per year at
approx.50 million EUR (2019)



DESIGNA

REASONS FOR ISONET

With the 446 Plattform® individual processes can be mapped, connected and improved.

Isonet adapts the software to the customers' wishes.

The 446 Plattform® offers many interfaces, maximum flexibility and performance.

The dashboard provides an overview of KPIs at any time.

SOLUTION IN DETAIL

Integrated Services

- 1 **Process Management**
- 2 **Contract Management**
- 3 **Knowledge Management**
- 4 **Configuration Management**
- 5 **Performance Management**

Many years of successful cooperation

DESIGNA has been using Isonet's for 10 years and has proven to be reliable for processing tickets and simplifying work with workflows. With the interface to the ERP system, Isonet was able to make DESIGNA's daily work noticeably easier. Customer support and technical support can now work in their special systems and do not have to transfer the data manually. In this way, errors and data losses can be minimized while at the same time efficiency is increased. Isonet has opened and connected systems and thus optimized workflows. Thomas Reich, service technician at DESIGNA: «The cooperation with Isonet has always been very nice and based on partnership. The implementation of our requirements has always been fast.»

USE OF THE SOLUTION

- E-mail tracking: Customer communication is automatically archived; employees only need to enter the ticket number in the subject line.
- Automatic synchronization between the ERP system and the 446 Plattform® is ensured.

- The dashboard provides an overview of data and orders and can be individually adapted to the employees' needs.
- Many possibilities to create workflows yourself.

»I am always fascinated by what you can do with the 446 Plattform®. I have never seen this in other systems to this extent before. The Process Designer works simply by drag and drop. The dashboard also gives us a good overview of current key figures. Overall, we are delighted with the 446 Plattform®.«

Thomas Reich · DESIGNA Verkehrsleittechnik GmbH



ABOUT ISONET

With its Systemic Process Management, 446 Methode®, Isonet combines the areas of process analysis and management consulting in an innovative way. Since its foundation in 1994, the company, located in Zurich and Leipzig, serves a wide range of customers from various industries and different company sizes. The goal is always the sustainable optimization of processes and workflows so that companies can react agilely to market developments at any time. With Isonet's IT solution, 446 Plattform®, own processes can be mapped integrally and flexibly optimized or completely redesigned. The joy of working together creates more space for innovations.