zedas

More efficiency, less effort

Leipziger Verkehrsbetriebe (LVB) has been relying on a digitalisation strategy with the "zedas asset" asset management system for many years. During its search for a reliable app for service management, Leipziger Servicebetriebe (LSB), an LVB subsidiary, decided in favour of the "zedas asset Smart" software solution, which has been proving its worth in the LVB Group's track maintenance operations since 2012.

As part of the Leipziger Group, LSB performs a wide range of tasks on behalf of various customers - in particular LVB - such as cleaning bus stops, winter services and public transport maintenance. The employees are on the move and often have less experience in dealing with IT. The mobile solution previously used forced employees to record service times manually several times due to frequent system failures. The aim was to change the system to a user-friendly app with maximum availability. The solution was found with "zedas asset Smart". Using the app ensures seamless integration with order management and SAP billing

The service management system went live in July 2023 and has since enabled 110 employees to work smoothly via an app on their smartphone and tablet: view orders, edit checklists, document working times - all on the go and in no time at all

Employees receive several work orders every day, which are organised as tours or individual orders. The app makes it possible to map order details transparently and to record performance feedback quickly and easily. All relevant information on the checkpoints can be found in the app: From exact work locations and technical requirements to local specialities. "With the new system, we offer a modern and stable performance recording system to provide our employees with attractive working conditions, better fulfil customer requests and, of course, streamline our commercial processes," explains LSB Managing Director Jens-Dirk Schöne

The checklists integrated in zedas asset Smart support the employees in carrying out the tours and can be adjusted, changed, blocked and released as required. It is also possible to leave comments in order to report any incidents or special circumstances.

Jens-Dirk Schöne, Managing Director of Leipziger Servicebetriebe, hopes that the use of software will increase capacity.

to be recorded. This creates transparency and enables follow-up orders to be triggered quickly if required.

The stakeholders expect clear results: 30 percent less time spent on recording in the app would provide 2,000 additional productive hours per year as well as efficient capacity management and optimised use of resources for orders. These goals could be achieved through high user acceptance and consistent app use. Usability improvements were developed in advance and users were given intensive training.

The project team evaluates the success of the project and identifies strengths and potential for improvement at "lessons learned" meetings. ∎