

Case Study

INOTEC

 Empolis



I've got my team in my pocket!

How service technicians at INOTEC Sicherheitstechnik GmbH utilize their swarm intelligence with Empolis Service Express®

In technical service, employees acquire great amounts of knowledge over years or even decades and develop into real experts. Often, this is experiential knowledge that can't be found in manuals or instructions. When experts leave the company, it's not uncommon that substantial, essential knowledge is lost forever. The loss of these "knowledge treasure troves" is, therefore, one of the major challenges for customer service.

Service employees naturally exchange information about service cases and their solutions via messenger services, such as WhatsApp. However, these services lack the necessary functions for professional use: anonymization, translation, search for synonyms, information quality assurance, reusability, data security, etc. Often, data protection regulations and internal company requirements are far from being met by messenger services. As soon as customer data is communicated, service employees and management find themselves on thin ice.

It is also difficult to find solutions that have previously been created in the chat history. For colleagues who were not integrated in the chat group at the right time, this digital knowledge is no longer accessible. If the group is dissolved or deleted at some point, this information is lost forever.

Empolis Service Express® addresses all of these challenges with its innovative "Community & Team Knowledge" feature. With the app, service technicians exchange information daily on how to solve customer problems – even digitally. With Community and Team Knowledge, chats are problem-based, and the right experts are identified based on their skills. In this way, service employees not only solve every problem, but also tap into their colleagues' wealth of knowledge to make the organization and employees better every day.

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The solutions developed by the team can be published directly or edited into professional knowledge articles, translated, and saved in the knowledge portal with just a few clicks. All content and attachments, such as photos of damaged machine parts, are automatically transferred, as is the metadata. As a result, solutions developed are directly linked to the underlying knowledge model.

The use case of INOTEC Sicherheitstechnik GmbH shows how Community & Team Knowledge has proven itself in daily practice.

Distributed expert knowledge at INOTEC Sicherheitstechnik

With over 350 employees, INOTEC Sicherheitstechnik GmbH (Innovative NOTlicht TEchnologie) is one of the leading companies in the field of emergency and safety lighting in buildings. At its headquarters in Ense, North Rhine-Westphalia, the company develops and manufactures around 500,000 luminaires and over 8,500 emergency lighting systems annually – Made in Germany.

The INOTEC service team, consisting of 29 service technicians and 13 service office staff, offers optimal customer care: installation, inspections, repairs, basic programming, and instructions, as well as legal consulting and technical implementation. In addition, a free service hotline is available.

The shortage of skilled workers is also already a challenge faced at INOTEC. Due to demographic change, experienced service and development employees are leaving the company. This mainly affects product service support materials, which are no longer produced but are still in use. In this case, only long-serving employees have the corresponding repair knowledge.

Lack of digital availability in daily service business

“Oh no! Colleague XY knew that, but he’s retired.”

If knowledge is not documented, knowledge is lost when an employee leaves.

“You’ll have to ask Toni, he still knows that.”

Older products, no longer in production, are not known to new colleagues.

“I’ve had that problem before. But what was it again?”

Lack of documentation leads to redundant effort.

“Surely I’m not the first one with this problem.”

Once a solution is found, another technician doesn't have to start all over again.

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Existing service knowledge was also decentralized and therefore not always available, such as in Confluence, network folders, JIRA, or handwritten notes. These were all self-sufficient silos that not all service employees had access to. In addition, there was often confusion about who on the team might have a solution ready to provide support for certain problems. In particular, more complex problem solutions were usually discussed in one-on-one meetings, which meant that only the people involved knew about them as a result.

The lack of knowledge sharing possibilities also meant that developers themselves had to be involved in troubleshooting, which meant that they could not attend to their core tasks.

INOTEC's goal was to centralize all of the service information floating around the company. INOTEC was therefore looking for an efficient tool to share information in a timely manner and make it sustainably available to everyone at any time and from any location. The tool also needed to document problem descriptions and solutions more quickly.

With digitalized expert knowledge to fast solutions

With Community & Team Knowledge, INOTEC digitalizes expert knowledge at lightning speed, conserves it within the service team, and thus counters the shortage of specialists and employee turnover.

The success is based on two fundamental mechanisms: INOTEC's customer service department has imported enormous amounts of data and knowledge into Empolis Service Express® to create the basic prerequisite. This includes, for example, service instructions, manuals, and product information, as well as the connection of data silos such as Confluence, network folders or JIRA. All data is brought together in a so-called Knowledge Hub and can then be found and filtered there. It is particularly important for service technicians to have access to comprehensive knowledge via app and to contact their colleagues quickly and purposefully on-site and exchange information about service cases and their solutions.

The troubleshooting chat is an important feature for INOTEC to fix problems that cannot be solved with the information already available in the Knowledge Hub. If data sources do not yet contain a suitable solution to a problem, the app automatically suggests experts to contact for help to develop a new solution. To identify the right expert, the system accesses the stored knowledge model. Here, it is noted which specific expert knowledge the respective employees have. With just a few clicks, a team can be put together to solve the problem quickly, together.

The problem definition and the corresponding metadata from the search history are automatically transferred to the chat. This means that chat members already have all the important basic information. Experts can then exchange information on the problem within the chat – for example, through suggestions, comments, images, documents, and reactions – and thus find solutions together.

As soon as the problem is solved, it is marked and released for the knowledge transfer cycle. The resulting solution is immediately published as a chat history and made available to everyone. Optionally, it can also be edited and published by experts as a knowledge article. All content and attachments, such as photos of affected luminaires or device parts, are automatically transferred. INOTEC digitalizes expert knowledge at lightning speed, preserves it in the service team, and overcomes staffing challenges such as demographic change, shortage of specialists, and employee turnover.

- Community & Team Knowledge makes INOTEC's service team successful.
- Information is stored sustainably.
- Everything is searchable and centrally sorted and evaluated.
- Solutions can be found quickly and sensibly, e.g., with drawings and photos.

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INOTEC Sicherheitstechnik GmbH

INOTEC Sicherheitstechnik GmbH is one of the leading manufacturers in emergency lighting. Modern, innovative and high-quality products "Made in Germany" set new standards worldwide, such as the CLS FUSION decentralised emergency lighting system, central battery systems with JOKER technology and the D.E.R. dynamic escape route guidance system.

INOTEC Sicherheitstechnik GmbH is an innovative medium-sized company based in Ense-Höingen, Westphalia, with its own development, design, production and national and international distribution. A competent team of flexible and committed employees provide reliable support for all questions concerning products, planning, service and regulations.

INOTEC
Sicherheitstechnik GmbH

Weitere Informationen finden Sie unter: www.empolis.com