



Landoll Corporation Breaks New Ground with Service Management

SNAPSHOT

Customer: Landoll Corporation

Location: Marysville, KS

Number employees: 700+

Challenge: Maintaining the company's high standards of product quality even as they developed hundreds of new and varied products

Benefits:

- Same two staff members handling all paperwork for warranty claims, even as production increased over tenfold
- Reduced time to process warranty claim from 35 to 3 minutes
- Reduced number of warranty claims from 3.8% to <1%
- Accurately assessing warranty exposure with the ability to match customer claims to vendor claims

While Landoll Corporation might build equipment that does all the heavy lifting, you won't find anyone in service administration doing much of that. They've got processes down to an exact science, using sophisticated software and methods that can move truckloads of paperwork without so much as breaking a sweat.

Many product lines to manage

Landoll began as a diversified radiator, blacksmith, and welding shop and grew into agriculture-related products. Over the years, Landoll has continually diversified into other industries including trailers, forklifts, OEM products and government contracts, among many others. Today, they are a multi-million dollar manufacturer of heavy equipment.

With so many different product lines to oversee, Landoll could easily have found themselves under a pile of unmanageable information. But they brought in the right

“Service Management is probably the most well-developed program for the manufacturing industry that I have ever experienced.”

Ted Martin

Warranty Department, Landoll Corporation



software and processes to ensure high product quality and customer service, including Service Management from RMB Solutions.

Digging up key product information

Service Management is an integrated software solution for managing processes after the product has left the factory floor. Everyone from Call Center agents to field service technicians to sales personnel can access and update the system.

“The warranty group, the external quality control group, the internal quality control group, planners, engineers, sales groups (including tillage, trailers, forklifts), internal service technicians, external service technicians, parts department, service department — all of them are using it,” says Ted Martin, who heads up the Warranty department at Landoll.

Service technicians both in-house and in the field use Service Management for product repairs. Because the system integrates with their Infor ERP XA system, service personnel can automatically bring over the data they need, without having to re-type any information.

“ We now know our true warranty exposure in any given month. That just wasn’t possible to do before because we couldn’t tie all that information together. ”

Ted Martin
Warranty Department, Landoll Corporation

“We use Service Management for repairs and repair estimates, which then supplies the documentation the planners need in XA,” he says. “The planners are accustomed to working in XA, so it’s better for them, and Service Management generates all the necessary work orders, which saves them a lot of time.”

Landoll not only streamlines their service processes with the centralized system, their discipline around maintaining a single data repository makes it possible to keep a firm grip on product quality, better manage inventory, and streamline other important processes.

Dramatically increasing productivity

The warranty department in particular has seen spectacular gains in productivity.

“Our company went from producing hundreds of units per quarter to several thousand units per quarter, and we’re still handling the paperwork with the same two staff members,” says Ted.

A key part of this success has been the integration of a web page to Service Management, which allows customers as well as their 500+ dealer network to submit warranty claims online, instead of handwritten documents that must be re-typed into their system.

“All that warranty claim information is automatically transmitted now. Two of us review the information every morning, I sign off on the claims, and then send it accounting to issue the right credits — all electronically,” he says. “It takes us about three minutes to process a claim now, when it used to take us about thirty-five.”

Reduced warranty claims

Ted cites another reason for the massive increase in productivity: the reduced number of warranty claims.

“Our District Managers visit dealerships and clients sites, and document any issue they discover in Service Management,” he says. “We know very quickly if there are any issues or shortcomings happening out in the field.”

The quick and thorough communication ensures quality control teams can react immediately, before issues turn into bigger problems down the road.

“Warranty claims have gone from 3.8 percent down to less than 1 percent,” says Ted. “The proactivity of our people out in the field, the ability to monitor and stay on top of things has driven our warranty claims down.”

Increasing inventory turnover

The integration with their ERP also allows the District Managers to manage inventory more efficiently.

“Our District Managers are very proactive in turning over inventory,” he says. “They use Service Management to know exactly where all the equipment in their district resides. If something has been sitting on a lot for awhile, they’ll move it to where they think it can sell faster.



And before they place an order to manufacture a new piece of equipment, they'll check to see if it's available somewhere else first."

Better management of their own vendor claims

Landoll is also conducting best practices with their own vendors, making use of their connected environment to match customer warranty claims to warranty claims they've submitted to their suppliers.

"It takes just a few seconds to bring over all the information we need from a customer claim to create a claim to our vendor. The system keeps track of which vendor claims are linked to what customer claims, and then creates a debit against that vendor's account," he says.

"The beauty of this is that we're not paying for warranties that are the vendors' responsibility. Now they have the onus of proving there was customer abuse or a warranty term broken before they can get their funds."

"We now know our true warranty exposure in any given month. That just wasn't possible to do before because we couldn't tie all that information together."

With key product data moving cleanly throughout the organization, Landoll is streamlining service processes, reducing administrative burdens, maintaining high product quality, and reducing warranty claims. Or, put another way, operating like a well-oiled machine.



For more information

To get a personalized demonstration of how Service Management can help you improve profitability in your service department, contact RMB Solutions at sales@rmbolutions.net or at (303) 791-5775.