VFA Forum interlift 2009

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Information platform -
the future belongs to project-oriented and process-oriented systems

Technical progress and technical changes are taking place at an increasingly faster rate. This means that information must be up to date and available at any time and from any location in the world.
As state of the art, many providers use a homepage. In addition, many providers also use this platform to enable access to their online shops. Other island solutions alongside this information platform are configuration programs and product configurators.

Postal services, telefax and mail are no longer contemporary as media for information exchange, as the runtime and/or data integrity on dispatch is no longer up to date.

The selling and order processing of complex products such as elevator systems as complete installations or as component sets or modernisation solutions require project-oriented and process-oriented tools and secure solutions for data interchange across the internet.

With a password-protected postbox solution on the basis of an implemented solution at LiftEquip as an example, possible solutions are indicated and the requirements for the future are discussed. Here, the commercial and technical information for the order is provided centrally, also making it available for later modernisations.

Assemblies and systems are becoming increasingly complex from a technical perspective. This fact, coupled with the shorter processing and delivery times, makes it necessary that manual activities be reduced to the lowest level possible.
In the case of processing via an online shop, it must also be ensured that all documents can be made available currently and online.
Here, the order is automatically adopted into the SAP system, which is followed by a number of plausibility checks, and then the order is created. In the case of components kept in stock, the stock withdrawal slip is created and the order executed.
In the case of configurable components, the order is created and the bill of material is configured.

In both cases, the order confirmation, the delivery note and the invoice are created and sent to the postbox.
By means of an evaluation of the bill of material in SAP, the documents such as inspection certificates, operating instructions, installation information and certificates are automatically retrieved in the valid version and language from the SAP document management and added to the order in the postbox.

The entire order processing with all the required documents takes place using internet technology by means of a postbox, which means secured access for the customer. The customer is merely notified by mail that new documents are available to be called up.
This online archive can then be used for order processing by the different departments of the customer with user-defined authorisations and the information remains available for planning modernisations even after a number of years.
The data can then also be transferred into an online archive system of the customer.

These measures increase the quality of order processing and, by relieving our employees of the burden of routine tasks, give them time to discuss current problems with our customers and define individual solutions for customer requirements.

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