

Case Study:

HYMERI Elevators Flow Management System (FMS)



Client Overview

Established in 2007, HYMERI in Pristina, Kosovo, excels as a KLEEMANN GROUP authorized partner, specializing in elevators and escalators. Offering sales,

installation, maintenance, and modernization services, HYMERI, with a seasoned team and streamlined operations, is dedicated to top-notch vertical transportation solutions.

Challenge

Hymeri faced challenges including data silos, hindering seamless tracking across disparate IT systems, and a lack of reliable real-time data due to communication protocol issues with elevator boards

causing customer inconvenience. The implementation of a new IT system was complex, requiring coordination among multiple vendors and company departments.

Results



Swift Customer
Service Response



Decreased Elevator
Outages



Cost-efficient
Repairs

Solution

To overcome these challenges, Hymeri implemented a comprehensive IT solution, incorporating:

1. Integration of PBX call center: Agents can automatically access client information based on phone numbers, saving time and providing a complete customer overview.

2. Integration of Navision: Data synchronization between Navision and FMS ensures up-to-date and accurate information across the organization.

3. Integration of low-level communication protocol with elevators: Real-time communication with elevator boards provides valuable status data, enabling quicker troubleshooting.

4. Creation of a mobile app: A mobile app for on-site employees facilitates real-time elevator status checks, problem reporting, and maintenance activity tracking.

Impact

Hymeri's solutions delivered:

1. Swift Customer Service Response: Achieved a remarkable 50% reduction in response time, ensuring quicker issue resolution.

2. Decreased Elevator Outages: Realized a notable 20% reduction, enhancing overall system reliability.

3. Cost-efficient Repairs: Successfully cut costs by 10%, demonstrating effective maintenance measures.

4. Enhanced Overall Efficiency: Experienced a commendable 15% improvement, reflecting the positive impact of implemented solutions.

Conclusion

FMS has significantly improved Hymeri's efficiency, boosting customer satisfaction and providing valuable business insights. This success underscores FMS's effectiveness as a crucial asset for Hymeri's evolution into a more customer-

centric and efficient entity. The achievement also highlights GlobalCT's commitment to innovative, transformative solutions, making them an ideal partner for collaborative and visionary projects.