



# Konecranes Case Study

G/S Software Solutions

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## Mobile Solution Improves Productivity and Inspection Accuracy

### Summary

Konecranes is a global leader in the manufacture and servicing of overhead lifting equipment, with North American headquarters in Springfield, Ohio. Konecranes was using a paper-based method for capturing crane inspection data at their customers' sites. G/S Solutions provided a means for recording inspection data using handheld computers, enabling Konecranes inspectors to more quickly complete and submit inspection reports via wireless communication. As a result, they were able to dramatically decrease report turnaround time, providing their customers with more timely notification of critical maintenance and safety issues.

### Business Challenge

Konecranes provides on-site inspection services for their clients to pinpoint safety and compliance issues and also monitor critical items that can result in equipment downtime. Previously, technicians completed their reports on paper and delivered them to a branch office, where they were entered into their system. This paper-based process resulted in inefficiency, lost reports and inaccurate data. It would often take weeks for completed inspection reports to be submitted to their customers.

### Solution

G/S Solutions worked with Konecranes to automate their inspection process. Konecranes selected WennSoft's MobileTEC service management software for their technicians, along with Intermec CN3 rugged handheld computers. The CN3 handheld computers are equipped with a WAN radio and color camera. The camera enables the technicians to photograph and document any visible issues with the cranes. Because the technicians could often be 30' in the air when doing their inspections, G/S Solutions also provided customized holsters and retractable zip lines for the CN3 computers.

G/S Solutions provides full staging and maintenance

**“We’ve dramatically decreased the turnaround time for our inspection reporting from nearly a month to the next day or even the same day. That’s efficiency in action.”**

*- Donna Chambo,  
Applications Support,  
Konecranes*



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management services for the CN3s used by Konecranes. All devices are initially received at the G/S warehouse, where they are configured and loaded with MobileTEC software, and the WAN radios are activated. Individual kits are then built and shipped to each technician. G/S Solutions also provides help desk support for the CN3s and maintains a stock of spare units for Konecranes, providing same-day shipment of replacement hardware to individual field technicians in the event of failure.

## Results

For the initial phase of this project, 150 handheld computers were deployed across the United States in just four months. Konecranes saw a dramatic improvement in their inspection reporting turnaround time – from weeks to same day or next-day turnaround. In addition, G/S product staging and maintenance management services eliminated the need for Konecranes to dedicate their own IT resources to the rollout and on-going support of this system.

## About G/S Solutions

G/S Solutions provides sales, technical and consulting services for the leading manufacturers of mobile computing, bar-code printing, and wireless networking hardware. Our partnerships with companies like MOTOROLA, INTERMEC, CISCO and ZEBRA enable us to bring industry tested and proven products to our customers.

G/S Solutions and our software partners offer applications for a wide range of mobile computing and bar code printing requirements. From production reporting to complete warehouse management systems and mobile workforce automation, G/S Solutions offers best-in-class systems for improving productivity and profitability in manufacturing, distribution and service organizations.



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