



ABOUT JOSKIN

Joskin has the world's largest manufacturing programme of trailers and equipment for the spreading and transport of agricultural products. With over 750 employees it is present in some 60 countries via an extensive dealer network.



HIGHLIGHTS

- Joskin implements SAP Cloud Platform with SAP partner SOA People to make sales and servicing easier
- SOA People provides the tools, training and knowledge base to empower Joskin to be self-sufficient
- The self-service portal supports Joskin's agricultural customers and extensive dealer network globally

SOA PEOPLE ENABLES JOSKIN TO DRIVE ITS OWN DIGITAL TRANSFORMATION **WITH SAP CLOUD PLATFORM**

CHALLENGE

Joskin works hard to deliver maximum advantage to its customers in terms of time, productivity and profitability. It does this by meeting the needs of farmers and enabling them to benefit from the latest techniques in the technological development of agricultural equipment. Its extensive dealer network keeps Joskin close to its customer base and allows the firm to develop a knowledge exchange between users.

An SAP customer with SOA People for over 10 years Joskin was looking to improve the way it interacted with customers and dealers and make it easier for them to request repairs, obtain manufacturers' instruction manuals, check up-to-date stock and order spare parts all via a self-service portal.

A digital cloud-based platform with direct connectivity to its SAP master data on the existing SAP ERP system would give Joskin an extension of its B2B model providing a single access point to its data and enabling the firm to offer communication via mobile devices.

SOLUTION

Joskin turned to SOA People to help it develop an application on an SAP Cloud Platform that would deliver a comprehensive after-sales service with automated billing process, direct access to the customer's install-base and equipment details.

Olivier Delvaux IT Manager at Joskin says *"Joskin is a very hands-on organisation that has self-sufficiency in its DNA. We worked with SAP experts SOA People to quickly get up to speed on the technology and gain a skills transfer to enable us to run the project ourselves."*

SOA People organised a series of 'deep dive' workshops with Joskin, demonstrating how the application could be implemented and administered to users. Part of the process included a SOA People consultant spending a week in the Joskin factory to work with staff on the beta development.

The project was quick; within two months Joskin had a beta application to trial with some data from its HANA database platform. Within six months customers were able to explore the system, check stock and order parts. The full go live is expected in a matter of weeks.

Olivier says, *"SOA People gave us the right tools, training and knowledge base to enable*

and empower us to be self-sufficient, taking the applications and platform into the Joskin business so that we could continue our own digital transformation."

Making after-sales service easy for customers

Users access the self-service portal by creating their own log in and once connected they can view details of their own machinery, find manufacturer instructions, check prices and stock with live data, order parts and report problems. Warranty information is also available. Dealers input details on the system ensuring customers are fully covered and can easily order parts and repairs under warranty.

The portal has made raising tickets for repairs or problems much easier and quicker. Tickets can be raised directly on the portal by dealers and then be assigned to the relevant Joskin technician. This was previously handled by email and was time consuming but now Joskin has visibility of the process and is able to monitor it making improvements to the service where necessary.

Mobile access has also made life easier for the dealers who are often on customer sites and need access to information on the portal via their

tablet or mobile device. The application is not yet fully available off-line, but this is something Joskin is currently developing.

Speed of innovation

SAP Cloud Platform, an enterprise platform-as-a-service (PaaS), has enabled Joskin's innovative and dedicated application to be developed and integrated in a very short space of time with direct connectivity to its SAP master data contained in its SAP ERP solution.

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BENEFITS

Access to real time data: It is quick and easy to see what the stock availability is, order a specific part and know it will arrive in time.

Enhanced customer experience: Both customers and dealers can access the self-service portal and get live information to enable them to check stock and order parts quickly.

Mobile access: Dealers can see customer's equipment and machinery details and all relevant information on the portal via their mobile device at customer sites and order parts or raise a ticket if needed for repairs.

WORKING WITH SOA PEOPLE

"I don't think we could have worked so well with another partner. SOA People has been very collaborative and supportive in giving us the necessary springboard to becoming self-sufficient on our digital transformation project."

Olivier Delvaux, IT Manager, Joskin



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