



## A CLEAN SOLUTION RESTCLEAN AG

RESTCLEAN is the leading service provider in the maintenance and cleaning of flush and drain systems. RESTCLEAN has developed its own closed-loop rinsing and circulation process (CIP) with service machine, sealing device and cleaning powder with abrasive additive and successfully launched it on the Swiss market. Since its launch in 2011, around 60,000 WC facilities have been successfully treated to date. The company is on the road for customers throughout Switzerland and is already represented at ten locations.

The company, based in Oberlunkhofen in the canton of Aargau, offers a unique service: the toilet and flushing systems are cleaned of limescale and restored to new condition on a mobile basis on site for both customers using the exclusive cleaning process. The only alternative was often to tear out the old toilet and install a new system. With the RESTCLEAN process, customers save themselves the costly replacement of an existing but still serviceable toilet, but still serviceable toilet.

„A phenomenal solution that could be implemented in close cooperation with extremely competent developers from RODIAS.“

Roger Mäder - Managing Director and Co-owner

## RESTCLEAN®

Und der **Kalk im WC** ist gespült

### Industry

Facility Management

### Employees

25

### Headquarter

Oberlunkhofen, Schweiz

### Challenge

Digitisation of the entire service process incl. a mobile solution for the service employees

### Solution

Steps Business Solution  
Insight Control Panel

### Benefits

- > Faster process
- > Transparency for customers
- > Increase in efficiency



**RODIAS**

YOUR DIGITAL TRANSFORMATION SPECIALIST

## CHALLENGE

RESCLEAN has grown strongly in recent years due to its innovative process. However, the company processes were still heavily paper-based. There was a lack of a holistic solution to support the service staff on site.

The company now wanted to implement an overall solution that would digitally map the entire process. In addition to the introduction of an ERP and CRM system, the customer was looking for order processing software that would provide mobile support for the service staff. The service employee should have mobile access to the data of the customer and his toilets, so that the necessary parts are already ready for use.

## SOLUTION

As a solution, RESCLEAN decided on an extension of the ERP and CRM system Steps Business Solution from the company Step Ahead as well as the Insight Control Panel from the company RODIAS as a mobile solution.

The data from the Steps Business Solution is made available in a data cockpit for the Insight Control Panel. The apps access this data and filter the orders accordingly for the respective service employee and his vehicle. In this way, the employee on site has access to all information about the installed toilets, including spare parts.

New orders are assigned to the respective vehicle. This allows every service technician to see on his smartphone what needs to be done next.

He can find out in advance about the installed toilet as well as take necessary special parts from the vehicle for service. The spare parts and service materials are recorded electronically on the service order and are confirmed digitally by the customer.

The document is immediately sent to dispatch after the service call is completed. The warehouse clerk can pre-commission the parts taken from the vehicle so that the driver can receive them directly when visiting the warehouse.

## BENEFITS

By digitalising the entire process RESCLEAN is significantly more efficient. Processing is much faster. The customer sees immediately when signing the order which costs are incurred and can therefore better understand the invoice. Invoicing is faster. This is because it is no longer necessary to wait until the service employee has returned his order to the head office. The storekeeper has the opportunity to prepare the materials taken from the vehicle on the basis of the consumption.

Managing Director Roger Mäder: „With the mobile service solution from RODIAS, we combine all administrative process steps of the service call in one app and at the same time create full transparency for our customers and service technicians.“ The company is thus very well equipped for further growth.

RODIAS is a medium-sized IT service company specialising in systems for the maintenance of complex technical facilities and buildings. With an agile approach and innovative approaches, we realise Industry 4.0 solutions for our customers based on current software technologies.

As part of ROBUR, RODIAS offers even more: Almost 3,000 colleagues work worldwide in the industry segments wind, water, energy, industrials and process industry. As a competent partner to our customers, we create integrated solutions from planning and realisation to installation, operation, maintenance to relocation and dismantling.