

KANAL-TÜRPE

über 35 Jahre



Kanal-Türpe GmbH

No redundant work in disposition and administration

The service provider based in Krautheim integrates the TomTom WORK solution into the individual company order software and outshines the competition with higher quality, reliability and quickness.

Competent service provider for drainage systems

The company

For over 35 years, Kanal-Türpe has been a competent service provider for the service and maintenance of drainage systems. This includes classic pipe and canal cleaning. The successful company has specialized in industrial drainage systems, industrial cleaning and the repair of sewer pipes without the use of backhoes or other digging machines. External inspections have proven the company to be a reliable and high-quality service provider that distinguishes itself from its competitors in the Heilbronn-Franconia region and all of southern Germany. The name of Kanal-Türpe is represented in other, independent locations in the market and has about 170 employees. The Kanal-Türpe GmbH company in Krautheim currently employs about 20 people.

Order distribution, communication and dispatch optimization

The task

The new solution for Kanal-Türpe had to solve a variety of problems: "Previously we called our employees with orders, which could be very error-prone. Orders were often completed without the presence of a customer representative, which in turn led to problems in customer billing since we were previously not able to prove the work time based on reports. Some assignments were traveled to directly from the employee's home. Here we were also missing the corresponding evidence [...]. Our vehicles already had TomTom GO navigation systems. Some of our vehicles also had hands-free telephone installations that were replaced with the TomTom WORK-System. Now we have everything from one supplier. However, our focus was on the optimization of the disposition. We never knew exactly on which order our employees were working on at a specific time, which made the disposition considerably more difficult," said Olaf Türpe, Managing Director of Kanal-Türpe GmbH



The solution

The interface TomTom
WEBFLEET was
decisive

"The main criterion for us was that TomTom WORK provided an interface to TomTom WEBFLEET. We then requested that our external suppliers integrate the system into our internal order-based software. Now we can automatically import the data from the vehicles. Without opening TomTom WEBFLEET, we complete the entire order-based communication with the vehicles using our program and using the TomTom WEBFLEET.connect interface. This makes our dispatch work considerably more efficient. The numerous phone calls are no longer necessary. Orders are sent with the touch of a button and confirmed by our drivers with reception receipts. The dispatchers sees the status of an order in color, which provides a faster overview of the capacity of the individual vehicles. This solution also improves the work procedures in our administration. In the future we will continue to process the order-based report data so that the invoice can be generated in the administration when the order is completed. After all, with the integration of mobile time-stamps it is now possible for our accounting department to use the same software for wage calculations. This means no redundant work, and that means a lot to us," says Herr Türpe

Quality assurance with
TomTom WORK

TomTom WORK also contributes to the quality assurance in Kanal-Türpe since now customer requests and queries can be quickly and reliably dealt with: "We have some customers who are located hundreds of kilometers from the job site. They rely on our statements concerning the actual work. The reports are evidence as well as a trust-building measure. We are now more considerably more transparent and open for our customers. This distinguishes us from the competition," according to Mr. Türpe