



## Eijsink Afrekensystemen B.V.

### Substantial improvement of service level thanks to TomTom WORK

Eijsink quickly decided for the Connected Navigation from TomTom WORK which supported the company to clearly differentiate themselves from their competitors by improving efficiency of their services and reducing their communication costs to "virtually zero".

Market leader in supply and implementation of register systems

#### The Company

The name Eijsink is quite a familiar one in Holland. Certainly for those having experience in working at a pay-desk, for Eijsink is market leader in the supply and implementation of complete and automated cash register systems. All individual systems are made to measure for each client by 120 professionally trained employees. With the use of renowned brands, from simple to highly complex, and completely turn-key. Once installed, the client can rely on a dependable solution, without any inconvenient surprises afterwards.

actual position of technicians, allowing for a better planning effort and more

#### The Challenge

Ben Kottink, chief service officer at Eijsink, had some clear targets in mind that he wanted to be met. "Service is our most important unique selling point. With our service, we clearly differentiate ourselves from our competitors. Our clients should be able to focus on what counts most for them: doing business. That is why fast and efficient service from our side is so important to them", says Kottink. The right information is what is needed to provide the right service, according to him. Information that offers overview in the actual position and whereabouts of the technicians of Eijsink, allowing for a better planning. Information allows Eijsink to exactly inform when a malfunction can be solved. The cost aspect was also recognized as important issue. Kottink: "The better we are able to estimate what happens outside our range of vision, the better we are able to plan the activities of our technicians and the more costs we can save".



### The Solution

Research quickly led to the conclusion that a tracking & tracing system was to be recognized by Eijsink as the main tool to help realizing this challenge. The choice for TomTom WORK, according to Kottink, was made mainly due to the fact that TomTom WORK offered navigation and direct communication besides extensive tracking & tracing functionality. "SMS messaging from and to our technicians, combined with fax and telephone costs, monthly added up to more than € 60. Those costs have been reduced to virtually zero, as all communication now takes place via TomTom WORK", says Ben Kottink. Moreover, the favorable price of TomTom WORK and the fact that TomTom WORK offered a ready to use solution played an important role.

Communication costs "reduced to virtually zero"

Eijsink Afrekenystemen is very pleased with the results of TomTom WORK. Kottink: "Apart from a clear insight into our logistic processes - we strive for a planning that is as efficient as possible - the solution has its most added value as an instrument of service to our clients. We continuously have a complete and detailed visual insight into the exact positions of our service vehicles. As we are able to directly communicate with our technicians, we can better plan our service than ever before. In addition, we can accurately estimate the time of arrival of our technicians at our clients".

"... we can better plan our service than ever before ..."

planning to also equip all the other vehicles with TomTom WORK

Eijsink has great plans with TomTom WORK. Together with Fleetlogic, supplier and official solution partner of TomTom WORK, some made-to-measure software adaptations have been made, linking the entire solution closely to the companies needs. At the moment, a planning is made to also install TomTom WORK into all the other vehicles of Eijsink, amongst other in those of the sales representatives. "The more we work with TomTom WORK, the more ideas we get about its possibilities", clarifies Kottink. Registrations for fiscal purposes, planning vehicle service checks and analyzing and improving driving style behavior are only a few of the interesting options available.