

Field service management  
and maintenance software  
from a single source

Simply faster  
to the top

*mobile* 





Our goal is to make customer service and company maintenance more efficient. Since the year 2000, we have been passionately optimising company processes and adapting our standard solutions to suit individual requirements.

We help our customers with modern and field-tested field service management solutions software and maintenance software to remain competitive.

With this, we make your service and maintenance fit for the future.

Matthias Stöcklein,  
COO

Hannes Heckner,  
CEO, Founder

Holger Schif  
CTO, Founder



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# From the beginning clearly **focused**

**mobileX** is owner-managed to this day, with company and development headquarters in Munich. For the most part, we support **customers** with headquarters in the DACH region. But our solutions are in use in 40 countries worldwide. These include major international

corporations, medium-sized companies and hidden champions from **industries** such as plant and mechanical engineering, medical technology, energy supply, facility management, IT and telecommunications sectors. In our annual survey, our customers confirm their high level of

satisfaction with our products, our service and our employees. We develop all our **solutions** in-house and are constantly working on making them even more efficient and user-friendly.

## That's what makes **us** special



### Know-how

Our holistic solution approach as well as our process and industry competence form the basis of our mature standard software for planning, control and mobile connection of the technical field service.



### Flexibility

Our two standard products for deployment planning and mobile connection of field service technicians can be easily integrated into various backend systems and flexibly adapted to customer requirements and changes.



### Continuity

Our long-standing customer base confirms a high level of satisfaction with our products and services every year. This is mainly due to our competent and grown team.

## mobileX in numbers



> 60  
customers



Used in  
>40 countries



> 12.000  
users



1,59  
customer satisfaction



> 20  
years of experience



## The **heads** behind our success



### Hannes Heckner, CEO

Hannes Heckner is one of the co-founders of mobileX. Today, as CEO and Chairman of the Board of Directors, he is responsible for sales, marketing and finance.

„Through our experience and competence, we offer companies real added value and competitive advantages.“



### Holger Schif, CTO

Holger Schif co-founded mobileX in 2000. In his function as CTO he leads the product development of the company.

„My goal is to make our solutions better and better.“



### Matthias Stöcklein, COO

Matthias Stöcklein has been with mobileX since 2008. As COO he heads the Professional Services department and is responsible for Human Resources.

„Self-determined work and action is very important for our colleagues and is reflected in our high customer satisfaction“.



TOP COMPANY  
www.kununu.com

★★★★★  
Kununu Score:  
**4,4**

## Our most important asset: The **Team**

The mobileX team consists of over 75 highly qualified colleagues. Experienced IT architects, project managers and SAP experts work together with young talents. All of our colleagues have **in-depth knowledge and industry**

**experience** in field service management.

In regular training sessions at our mobileX Academy and external further education courses, we are constantly learning new things in order

to stay up to date with the latest technology and project management. A **long employee retention and our healthy growth** speak for our corporate culture.

The satisfaction of **your customer** is our motivation



### More efficient service and maintenance processes

Field service management software provides more transparency, better resource utilization and data quality for service and maintenance processes.



### Higher customer satisfaction

With this, software shortens response times and deployment windows. The higher adherence to delivery dates increases service quality and customer satisfaction.



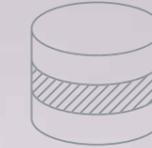
### Sustainable cost savings

Our software reduces the planning effort and optimizes the use of resources. This allows your service organization to save more than 20 percent in costs each year.



### Consulting

Thanks to our many years of experience, we can draw on best practices to redefine and optimise structures and processes across departments.



### Customization and Integration

Our products adapt to your service and business processes. We integrate our standard solutions into your existing system landscape.



### Operation and Support

Whether you use our solutions on-premise or in the cloud: Our project managers and support team will support you even after the rollout. Of course, we also train your employees.

mobileX is **more** than just software

Our goal is to increase the efficiency of customer service and company maintenance. To achieve this, we focus on the processes and requirements of our customers.

## MX | DISPATCH

Available for: 

With mobileX-Dispatch, the **software for resource planning and control**, dispatchers keep track of their resource planning at all times thanks to the graphic display.

From manual planning via drag-and-drop to fully automatic optimization, mobileX-Dispatch offers all functions including route optimization for efficient control of technicians.

mobileX-CrossMIP is a **mobile app for technicians in service and maintenance**. Employees receive their order data on their mobile device via the app. They create their

service reports or forms on site and transmit them directly to the head office. mobileX-CrossMIP is the cross-platform service app for smartphone or tablet.

## MX | CROSSMIP

Available for:   

### Main features

- » Optimized resource planning
- » Graphical order planning
- » Tour optimization
- » Map display
- » Skill matching
- » Capacity planning
- » Automatic resource planning

### Tour optimization

The route optimization in mobileX-Dispatch calculates the most cost-effective variant for all waypoints with the available resources using an algorithm. Depending on the number of orders and the regional coverage of the technicians, a reduction in travel costs of approx. 20 percent can be achieved.

### Automatic resource planning

In addition to manual planning, semi-automatic or fully automatic resource planning is also possible. The dispatcher can either define a certain time period and only selected orders for the optimization or have all existing orders scheduled via the fully automatic system.

### Mobile order processing

With the mobile app the technician or fitter receives his orders directly on the mobile device. Thus he starts optimally prepared from home to the first assignment. Also in areas without coverage he has an overview of messages of the customer, documents or employment history.

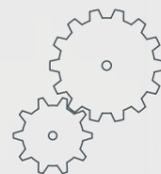
### Service report with customer signature

The technician creates his service report at the push of a button. This includes all services such as times, travel costs and material consumption. In addition to the automatic posting in the backend systems, the customer receives relevant documents directly by e-mail.

### Main features

- » Mobile order processing
- » Simple status change
- » Feedback, service reports and forms
- » Material logistics
- » Pool scheduling and local orders
- » Daily reports

## Perfectly adapted to **your needs**



### Machinery and plant engineering

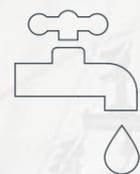
Service in mechanical and plant engineering is undergoing change: the former cost center is becoming a **profit center**.

Field service management solutions support dispatchers and technicians and improve the first-time fix rate. In maintenance, they improve data quality and plant availability and thus contribute to the optimization of maintenance procedures.



### Medical technology

**Strict regulations**, sensitive customer data and emergency operations make the deployment planning of medical technicians particularly critical. In addition, there are certifications for devices and the offline capability of a mobile solution for use in sensitive areas. A reliable field service management system supports dispatchers and medical technicians.



### Utilities

The **digital change** in the energy industry is a great challenge for utilities. The cross-sector use of mobile apps and software in network operation and metering contributes to process harmonization and facilitates implementation and support for the IT department.



### Facility management

The range of service assignments in the field of technical facility management is very broad. The market is characterized by **high cost pressure** and competition. Therefore, efficient planning of service calls with route optimization is essential. With a mobile solution, the service technician is optimally equipped for the various orders.

## That's what our **customers** say about us:

„**With the introduction of mobileX-Dispatch we have a perfect overview of all repair and maintenance orders including priorities, due date and processing status. With the use of mobileX-MIP for Field Service, the quality of the feedback for the further processing of the data in the release monitor and the subsequent invoice has improved significantly.**“

Thomas Marx, Business Development at Alfred Kärcher Vertriebs Gesellschaft

„**With the help of mobileX-Dispatch and mobileX-MIP for Field Service we can ensure a high service quality and contribute to the continuous improvement of AVL products. The media breaks between field technicians and of-fice staff are minimized. Affiliates report fewer sources of error, reduced administrative effort and the possibility of faster invoicing. Thanks to the savings achieved, the investment for our affiliates pays for itself after about one and a half years.**“

Patrick Liegl, Global Project Manager AVL Group

„**Since the introduction of the Field Service Management solution of mobileX we have a much better overview of the efficiency of our customer service as well as of our material and time expenditure. This has also helped us to expand our service and serve our customer service requests faster and more reliably.**“

Werner-Ulrich Lange, Sales and Customer Service Manager at Melitta Professional



Talk to us!  
We listen.

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