



Aprixon | Success Story

client: waggon24 GmbH industry: mobile waggon maintenance solution: ECHO | maintenance

Optimised M&R processes with ECHO



waggon24 uses the logistic software ECHO to optimise its business processes. ECHO supports the workflow of mobile rail freight wagon maintenance & repair (M&R) from damage notification to accounting. The software includes stock management, final costing and functions for services as Entity in charge of maintenance (ECM), as well as planning and monitoring of maintenance procedures.

The customer

waggon24 GmbH is a service provider for M&R of rail freight wagons with offices in Berlin, Bremerhaven, Birkenwerder, Bebra, Duisburg, Großräschen, Hamburg, Cologne and Antwerp. The portfolio includes the fleet maintenance management as well as the mobile service for M&R of the wagons in operation. waggon24 also provides the management of wagon depots, support in the technical service and counseling in all questions regarding the ECM-requirements.

The maintenance process

The M&R process is initiated by a damage protocol, which gets transmitted to waggon24 in digital or analog form. Subsequently an in-depths analysis and assessment of the damage protocol is conducted, like e.g. a check on data completeness, consultation of framework- and individual contracts followed by the transmission of the contract documents. Wagon data get recorded, the wagon status is identified, documents belonging to the order (like photos of the damages) get filed and an operability evaluation is done. The result of this check is the proved damage protocol, which is transmitted to the wagon keeper.

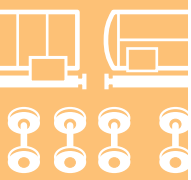
During the second step, time and cost for the M&R works are agreed about by the involved

parties. Therefore working steps and completion date are agreed upon, a precise order of all demanded M&R works is specified, a location of the repair for the mobile service teams or a maintenance base is chosen and an approval from the ECM is requested.

The result of this step is the repair order. This is followed by the preparatory actions of the maintenance. In case the wagon has to be moved, RTCs are contacted and quotations are inquired, which will then be checked and a RTC commissioned. The goal of this step is reached, when the wagon is placed to the location where the repair

ECHO

ECHO is a modular logistics software for rail freight companies, which provides numerous functions for RTC, ECM, transport, maintenance and the shipper industry. Due to its modular structure specific configurations can be compiled, which meet the exact demands of each individual customer. If necessary, special needs get realised as well to create the optimum benefit for our clients.



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can be executed. The fourth step is the maintenance: a mobile team gets equipped with the specific material and tools and sent on its way to the wagon, where it provides the demanded services, with an additional exact documentation of each operation. After the wagon is repaired, the last step in the whole process is the handover of the wagon. Therefore a transfer point and time is agreed about. After the handover the invoicing for the service is done.

Server Hosting at Aprixon

As full service provider in the IT business, the system ECHO was not only developed at Aprixon, but is also hosted at our computing centre. Since both, tailor-made server solutions and logistic systems for the freight train traffic belong to our portfolio, we are able to serve all IT-services from one single source.

In der Projektübersicht wird der aktuelle Status und alle für den Auftrag relevanten Informationen angezeigt.

spare parts and services facilitates the sourcing process at waggon24. Furthermore in ECHO all incoming invoices get recorded, so that an exact final costing of carried out services can be drawn.

Corporation in the future

Aprixon and waggon24 will further consolidate their successful collaboration. Next to joint appearances at fairs, like Innotrans in Berlin or transport logistic in Munich, further joint projects are in planning.

How you can optimise your own business processes through the help of ECHO, we will be happy to inform you in a personal consultation with us. Call us now and make your appointment. We look forward to help you.

Process-Optimising with ECHO

ECHO supports waggon24's steps of maintenance processes and also provides support of ECM-demands like planning, monitoring and final accounting of necessary M&R works. ECHO includes basic data modules, in which all necessary information related to wagon like customers, suppliers and other business master data are kept recorded. In this way the workload for documentation of daily project handling is significantly easier. A single incident is supported by ECHO from damage protocol to cost estimation and commissioning to accounting in all details. The program includes the work planning, in which dates and deadlines for all ordered operation steps get determined. In addition to that ECHO provides functions for data management and a detailed documentation of performance records of the service personnel. A materials management for spare



ANSPRECHPARTNER APRIXON

Thomas Suermann
Vertriebsleiter

thomas.suermann@aprixon.de
040 80 81 33 0-0



ANSPRECHPARTNER WAGGON24

Markus Behnke
Prokurist

markus.behnke@waggon24.de
030 577 025 090

