

### **Mid-sized plant engineering company enhances its field service capabilities**

## **itelligence introduces mySAP CRM Mobile Service at Axima Refrigeration**

Frankfurt, March 27, 2003 - In February 2003, itelligence AG started to introduce the new mySAP Customer Relationship Management (CRM) Mobile Service at Axima Refrigeration GmbH, Lindau. Axima Refrigeration GmbH offers a wide range of cooling and refrigeration products and services including the design, production, installation, operation and maintenance of all kinds of refrigeration plants and units as well as cooling towers. The group's products and services range from industrial, food and brewery refrigeration plants to CO<sub>2</sub> recovery systems, cold and cooling water systems, standard and special cooling towers, recooling plants, cooling systems for wind tunnels, ice rinks and indoor ski slopes, liquid chillers, refrigeration units, industrial heat pumps, crane air conditioning and grain cooling units to energy consulting, maintenance, refitting and modernisation services and the supply of spare parts.

In 2002, Axima Refrigeration employed some 480 people and generated sales of EUR 70 million. The company based in Lindau is part of Suez, a group rich in tradition which employs some 190,000 people in 120 countries worldwide. Axima Refrigeration is one of the first companies in Europe to install the mySAP CRM Mobile Service R/3 Edition giving Axima's service technicians direct on-site access to the SAP Customer Service (CS) module. itelligence, a full-service provider for SAP, will introduce mySAP CRM Mobile Service for 120 employees by September 2003. This project confirms itelligence's leading role in the implementation of SAP-based CRM solutions.

As of the third quarter of 2003, 80 field service technicians and 40 service centre employees of Axima Refrigeration will have online and offline access to relevant customer data. The software enables them to view the plant structure, list of parts, customer history, plant specifications and service documents. To improve the back-office processing of the field services provided, mySAP CRM Mobile Service supports a digital signature function which allows customers to confirm the work done by Axima Refrigeration's employees. A touch pad and security process ensure audit-proof storage of all customer and plant data in the central document management solution of Axima's SAP system providing complete and direct access for further processing or analysis of the data. Plant changes can be recorded on site and made available to field and service centre staff via the SAP system at Axima's headquarters. This will increase the efficiency and speed of the customer service.

Service edge for mid-sized company

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The system furthermore allows complete time management and travel expense accounting. Working hours, bonuses and special expenses are automatically calculated based on the data communicated by the company's customers and directly made available in the SAP R/3 HR module. This gives service technicians direct digital access to their time accounts, which will considerably speed up travel expense accounting.

Axima Refrigeration GmbH, a Suez group company, relies on SAP's powerful CRM system and itelligence's expertise for a central part of its value chain. The company selected itelligence due to its extensive experience as a consultant for integrated CRM and SAP R/3 projects. Axima wants to make its customer service more efficient and leaner, enhance service controlling and improve customer retention through the introduction of this CRM tool. The Lindau-based manufacturer of cooling and refrigeration plants expects the mySAP CRM Mobile Service project to provide a return on investment within one year.

### **About itelligence AG:**

**itelligence AG is a leading international full-service provider for SAP employing some 1,450 highly qualified employees at 44 branches in 19 countries. As a mySAP.com Channel, Service and Support Alliance as well as Hosting Partner and Global Services Partner, itelligence realizes complex projects in the SAP environment for over 1,200 customers worldwide. The company's services range from SAP consulting and licensing to outsourcing and services to proprietary industry-specific SAP solutions and individual software solutions. In 2002, itelligence AG generated total sales of EUR 168.5 million (ISIN DE 000 730 040 2).**

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