



CASE STUDY

LTF Lifts subsidiary of KONE Corporation

LTF Lifts, a subsidiary of KONE, produces a complete range of elevators for both new and existing buildings. Their products range from standard conventional elevators to luxury versions with panoramic designs. LTF has 50 employees and operates in a highly competitive industry. Instead of choosing the mass market for standard elevators with low margins, LTF has chosen to specialize in the production of custom elevators. In this market, flexibility and delivery time are very important customer requirements, and both factors can have a substantial impact on profitability. To meet the demanding needs of their market, LTF has chosen Trimergo for their information system.



Prior to installing Trimergo, LTF Lifts had been working with an older legacy software system, supplemented with other applications developed in Excel and Access. Although this system had served them well for some years, its limitations were becoming more obvious as LTF's business expanded. The multiple systems were not integrated well and there was substantial duplication of data which limited LTF's efficiency and constrained their growth. LTF Lifts wanted to optimize their capacity but they also wanted a flexible system that was responsive to their customer requirements.

Trimergo software offers LTF a system to manage their multiple projects, combined with comprehensive capacity and resource planning, including timesheets. In addition, Trimergo software manages all of LTF's logistics, purchasing, and inventory management. Of particular interest for each elevator manufacturer are the service activities, both preventive and corrective. Trimergo substantially improved LTF's management of maintenance contracts and service orders. Trimergo also helps to enhance the interaction between departments and users with the use of workflow, tasks and alarms.

Says Mr. Jaap Smit, the finance director: "the flexibility of the system is highly important; we are a niche player who must be able to respond quickly to new product combinations. The real strategic advantage is that, despite our multitude of product lines and custom projects, Trimergo is an incredible flexible system that supports and enhances our businesses processes. That's why we can produce 'lean and mean' with a good ratio between direct and indirect hours and very little overhead. "

