

BSI Process for Mobility Solutions

“BSI CRM’s flexible architecture and the great work provided by the entire project team, made it possible to productively introduce the new solution on the appointed date.”

Beat Moser, Project Manager at Mobility Solutions



Customer

Mobility Solutions AG
www.post.ch/mobilitysolutions/

Solution

BSI Process for the management of complete vehicle fleets

Number of users

70

Type of installation

Central solution

Interfaces

16 interfaces to and from systems, such as SAP, Mailsource and TCS.

Contact at BSI

Benedikt Reichlin
BSI Business Systems Integration AG
Zugerstrasse 74
CH-6340 Baar
T +41 41 766 86 21
F +41 41 766 86 10
benedikt.reichlin@bsiag.com

Related article

“Columbus”: When 20,000 vehicles are treated like customers (see BSI news 2/2008)

Mobility Solutions is a fleet management logistics service provider under the Swiss Post umbrella. The Mobility Solutions AG fleet consists of around 22,000 vehicles of various types and sizes.

At the beginning of 2007, Mobility Solutions assigned BSI with the new development of its solution for customer relationship management, because their previous development had reached the end of its lifecycle after 15 years. The project’s challenge: The new system should also depict mobility management features and be able to route them to third-party systems.

Highlights of the solution

The result was a CRM system with comprehensive ERP features, which was implemented within a single year.

- Contract management, including definition of the prices and services as well as supplier management
- Detailed reports for analysis of the services provided
- Ensured interfaces to the existing SAP system accounts payable and receivable settlement positions, the issuing of invoices through the printing facility as well as fuel data management
- Client-capable, multilingual solution
- Classic CRM tools, such as contact, activities and campaign management for sales and marketing

Added value for the customer

Mobility Solutions can efficiently depict the entire customer business and complex processes. Also worth mentioning:

- Completely paperless processes
- Efficiency enhancing and error reducing
- Flexible architecture that makes the solution fit to meet future requirements

About Mobility Solutions AG

Mobility Solutions AG is a Swiss Post group company and is specialized in fleet management. The company, which was founded at the beginning of 2005, with headquarters in Bern, has a team of around 90 employees and manages over 22,000 vehicles – from motorbikes to tractor-trailers.

While their largest customer is the Swiss Post, external companies are also customers of Mobility Solutions. They offer all services involved with fleet management: from purchasing to financing, insurance, maintenance, repairs and from fuel supply to the reselling of vehicles in their own used vehicle center in Bern.

This Post subsidiary is also a mobility consultant and manager. Its activities in this area primarily include the analysis of mobility needs and the development of concepts and sustainable mobility solutions for companies and organizations.