

A row of several cars is shown in the background, viewed from a low angle looking down the line. The image is heavily filtered with a blue color, making the cars appear monochromatic. The cars are parked in a row, and their front ends and hoods are visible. A yellow horizontal bar is positioned above the cars, and a dark blue horizontal bar is positioned below them, framing the text area.

Digitization under a good star

Success Story of 4S ServiceLogistics GmbH (4Service) on JobRouter® on mobile devices

The Berlin-based mobility service provider 4Service has digitized the assignment, control, and management of automotive orders in the B2C sector. By means of JobRouter the orders can now be handled paperless in the vehicle preparation and vehicle transfer processes. Four major automobile manufacturers and car dealers benefit from this solution in their subsidiaries in Berlin, in particular, having, as all parties have access to a professional data management system, both online and in real time.

The employees of the Berlin-based mobility service provider 4Service are always there if smooth deployments are the goal: Whether a vehicle has to be prepared professionally, a plane has to be cleaned after landing and before the next start, or a client is looking forward to a new car. Because then – at least in Berlin – a driver from 4Service delivers the vehicle and hands over the keys personally.

Since the beginning of 2017 the vehicle owners do not sign a paper-based handover certificate but sign electronically on the touchscreen of a mobile phone or tablet. This digitization of the pick-up and delivery service as well as the vehicle preparation process by JobRouter took almost half a year and is named order.4service today, which represents the beginning of an exciting journey into a new service era for all parties involved.

Saying “Farewell” to clipboards

Product Manager Magdalena Jesionowska had been looking for a system for 4Service to automate internal processes, create transparency, and improve service quality for a long time. The colleagues should not be on the road using their clipboards any more, as the manual entry of thousands of paper orders per month in a company database was outdated and error-prone. The order management should be orchestrated internally and externally on a contemporary basis.

Digitization starting in the automotive sector


The financial review and analysis of the 4Service business sectors automotive, aviation, and transportation showed that

the processes in the automotive sector were predestined as the first automation project. They offered the optimum added value allowing to implement the digitization goals of the management as quickly as possible: process speed and transparency, longevity of technical implementation, and improvement in customer loyalty across all internal and external interfaces.

The digitization platform JobRouter quickly gained an edge over all eligible competitor products. In addition to its mobile usability, JobRouter met all requirements, which were important for 4Service:

- The license model is independent of order volumes; therefore it is not bound to transactions but aligned to user numbers.
- The software is developed and distributed by a German company, ensuring permanent support in German language.
- The sensitive customer data are saved in a German cloud, according to the requirements of the European General Data Protection Regulation (GDPR) and the strict German data protection law.
- Interfaces to other systems can be integrated easily: at 4Service and the subsidiaries of the customers.
- The instance capability of JobRouter enables the transfer and the individual adaption of services to other clients of the service provider 4Service.





“The JobRouter rental license fits our business model ideally – the instances grant exactly the flexibility that we need.”

*Magdalena Jesionowska
Product Manager Automotive at 4Service*

On the right track in only 8 weeks

First of all, the specification for vehicle delivery was implemented in JobRouter in October 2016. One month later we started the agile development of the digital processes. In February 2017, the first digitized orders could be processed in daily business.

Magdalena Jesionowska recalls that fundamental issues, such as the interdependences with the customer and the complex article system had to be taken into consideration right from the start. “Thereby we ensured that the offers of individual maintenance packages in the service sector together with the contract and invoicing structure for vehicle preparation could be processed via JobRouter.”


The largest subsidiary of the customer was chosen for the pilot stage, as they have the highest usage of services performed by 4Service. Only 8 weeks after the pilot start it became possible to extend the use of the JobRouter digitization platform to all other branches in the capital.

Comfortably from zero to one hundred

4Service and its key users in the main office were glad to discover JobSync, a JobRouter test system, which enables the testing of new JobRouter features in an early stage and under real conditions. So it becomes clear almost immediately, what has proven itself in practice and what needs to be optimized. Thereby, the switch from paper documents to mobile devices was dynamic: starting at 6 a.m. on February 6, all new orders were accepted and scheduled electronically. As interim solution for a flawless implementation of orders placed weeks previously, the paper-based inventory forms could be implemented into the new JobRouter system.

Today, if leasing returns have to be prepared or a replacement vehicle has to be delivered, the employees of the car dealers do not contact the disposition of 4Service via telephone or fax but book the service themselves via the CI-conform JobRouter interface.

All kinds of orders are established in one article structure: Ozone handling is one article, nano sealing another, and the delivery of a new company car has an own article number, too. Special services, such as night surcharges or waiting times are applied also in one article. JobRouter identifies these based on the time of day and calculates them automatically.



**“Most important is: No tablet-zoo!
The choice was not solely related to usability and integration capacity. The focus for the MDM was on the flexibility of the employees and the optimization of support and software update efforts.”**

Meeting point: Underground garage

To enable the flawless vehicle handovers also in underground garages, where no wireless or network connection is available, our distributor installed a mobile device management (MDM) into the system on request of 4Service. This allows drivers to log in from any tablet and receive an e-mail with a PDF transfer protocol pre-filled by JobRouter, which can be edited offline on the tablet: whether damage documentation, signatures, mileage, or additional services – everything can be added without a network connection.

As soon as the driver reaches the next radio cell, JobRouter reads the data and they get available for checking and invoicing, including automatically calculated waiting times. Therefore, the 4Service service team was equipped with uniform tablets.

Silence in order scheduling

The most noticeable physical change in everyday working life is experienced by employees in order scheduling. While there used to be a background noise like in a call center, today you can only hear the clattering of the keyboards.

The reason: There are no inquiries any more, as customers can query their order status themselves. The staff and task planning became much easier, since it became clear, who has completed which task and when, and how busy the individual areas are.

The new process transparency – one of the general strengths of JobRouter – has elevated the communication between 4Service, its employees and its customers to a new level. Stress, hectic, and disharmony are water under the bridge. The working atmosphere has changed totally.

Live tracking in daily business

Another advantage of digitization could be seen a few weeks after the switch: turnover forecast in real time. The less old paper orders were in circulation, the better visible became the answer to the question: Where are we standing right now? The number of orders per day or the cumulated number of an actual month can be queried now with just one touch of a button. Live tracking enables not only a plausible turnover and liquidity forecast – also the internal controlling can check the average duration of single operations in real time and use these numbers as basis for price calculations.

Complete digitization up to the accounting

Especially the accounting benefits from a completely new data quality and support through peripheral JobRouter sub-processes: Before the invoice is created, the customer checks all performed services for plausibility and confirms the acceptance electronically. After that, JobRouter organizes the correct assignment of digital receipts according to cost center and location.



Image: 4S ServiceLogistics GmbH (4Service)

Ready for further digitization projects

Magdalena Jesionowska is extremely satisfied with the digitization of vehicle preparation and the delivery and pick up service and refers to the transfer of services to further customers from the automotive sector:

“Thanks to the instance capability we were able to adapt the JobRouter processes individually and quickly to further major customers. We know that our customers want to see the orders transparently and in an audit-proof way. The application of order.4service enables this feature exactly and raises our services to a new and higher level: We create transparency throughout the whole service chain, and we offer reliable time and planning management in the commissioning as well as order performance and invoicing. With JobRouter and the digitization specialist pk systems at our side we feel excellently equipped for the digitization of further processes.”



4Service

The 4Service corporate group – short 4Service – is specialized in the business units automotive, aviation, and transportation on process-oriented and staff-intensive services as direct part of the value-added chain of its customers.

In the automotive sector 4Service supports its customers with preparation, cleaning, and logistical processes for vehicles. For airports and airlines 4Service offers land- and airside-specific services for B2B and B2C customers – from luggage wrapping to other services, such as lounge, lost & found, as well as luggage storage up to the internal and external cleaning of planes at the airport in Leipzig/ Halle.

In the transportation sector 4Service performs the depot logistics for bus companies, as well as all related services. Furthermore, 4Service operates bus terminals itself, such as the new remote bus terminal in Leipzig. Since 1993 4Services is supporting its consumers in the mobility sector and develops its competences – especially under the aspect of increasing digitization – permanently.



JobRouter® advantages

- cutting-edge portal and user frontend, usable via mobile devices, such as tables or smartphones
- “talks” to all common interfaces, facilitates the connection to individual software
- no initial license costs for SaaS license models (Software as a Service)
- enables any number of instances/customers – clean logical / content-related data separation and
- customizability for large clients with complex requirements
- German software developer
- German support on all levels: producer – service-partner – customer
- once created process templates can be adapted flexibly and can be used for further processes
- high process transparency: Each single instance can be traced without gaps even after completion



Project details

Client:	4S ServiceLogistics GmbH
Branch:	Service providing company
Employees:	More than 500
Instances:	About 6,000 per month
Database/Interface:	MSSQL, Microsoft Active Directory, MSSQL Reporting Services
Special features:	Mobile Device Management, VMware
Ongoing processes:	Vehicle delivery and pick-up service, vehicle preparation
Planned processes:	Damage management, airplane cleaning, connection to an individual ERP