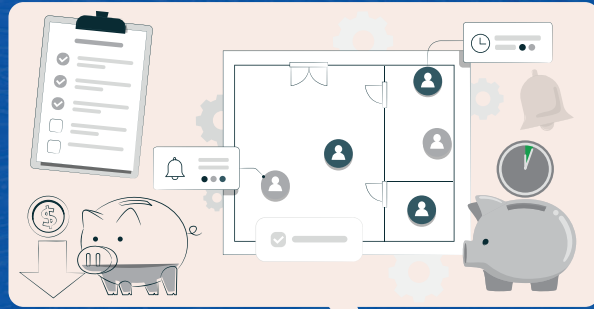


DIGITALIZATION OF BUSINESS PROCESSES RELATED TO ON-SITE SERVICE DELIVERY

C A S E S T U D Y

Radex Serwis, founded in 2006, is a company specializing in maintaining cleanliness in industrial and commercial facilities. The core of its business is managing hygiene in food industry plants, mainly maintaining the cleanliness of production lines in companies engaged in meat processing. This requires strict adherence to norms and procedures and diligent reporting of completed activities.



Challenges faced by Radex Serwis:

Given the complexity of the activities carried out by Radex Serwis teams, the company needed a solution to better organize their work, reduce costs, and save time, as well as improve the quality of collaboration with the client. It was essential to register evidence of work performed in a specific order using certain materials. The solution also had to reflect the fact that tasks are executed according to strictly defined procedures.



Challenges faced by Radex Serwis:

- Minimizing the number of complaints, recording evidence, and reducing the risk of compensations – ensuring that service delivery complies with all standards specified in contracts and laws.
- Enabling work for both Polish and Ukrainian employees – supporting multiple languages.
- Ensuring better internal communication – easy generation, distribution, and quick access to action and meeting reports,
- Saving working time – automating key stages in processes carried out on the client's premises, where the service is delivered: documenting, reporting, checking the technical condition of equipment, material requirements, inventory, etc.,
- Building a competitive advantage – achieving a more professional image in the eyes of clients.

Solution

Despite the fact that Radex Serwis's needs were entirely different from the Emigo system's domain, already at the stage of initial configuration for the sales presentation, an MVP (Minimum Viable Product) was prepared, meeting the essential needs of the client. This decided the choice of the solution. During the implementation, Sagra's team, using low-code and no-code tools, replicated the documentation and processes carried out by Radex employees in meat processing plants.

1

Reports and protocols of service execution and acceptance. The service completion is confirmed by a digital protocol (e.g., veterinary inspection protocol), recorded in a digital log along with photos, conditions encountered during service delivery, and discrepancies, which can be immediately reported to supervisors and/or the client.



Solution



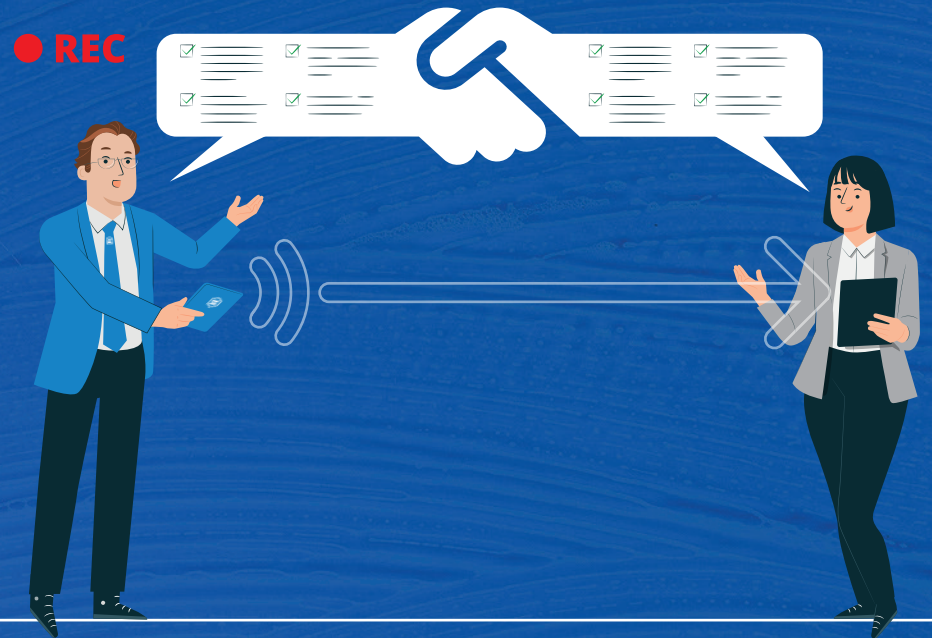
2

Notifications and reports of additional works. Additional tasks that were assigned and completed are confirmed with reports and photos. This speeds up settlements with clients and provides data for further analysis.

3

Registration of agreements with the client.

Daily agreements made during service acceptances, involving the client's quality controllers, are recorded by a Radex Serwis employee on a tablet and automatically sent to both parties.



Solution



4

Reporting of personnel status. The shift manager has a tool on their tablet for reporting both personnel status and the quantity of materials used during the service on the previous shift. This solution streamlines inventory processes, cost measurement of service execution, and discovering relationships between the quality of the service delivered and the amount of human resources involved.

5

Control of the technical condition of equipment, service orders, material requirements, inventory. Inspection results are recorded by a field worker on a tablet. Service orders, and orders for consumables, or information about discrepancies are automatically sent to subcontractors and suppliers. Data from these processes is available for further analysis and optimization.

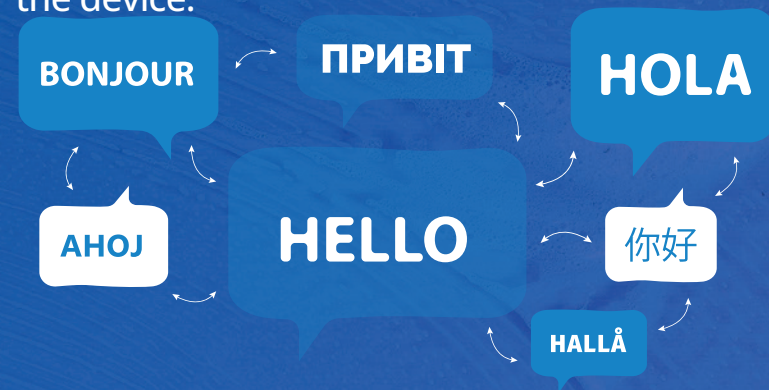


Solution



6 Managerial reports. Summaries for those managing field teams are available in an Excel file, refreshed each time it is opened. One file contains a complete set of reports from the service at a particular production plant where Radex Serwis services are delivered. This way, the manager can thoroughly review data from the entire history of cooperation with a specific client in one place. The summary of the previous shift contains the most important information about issued documents and irregularities.

7 Multilingual support. The solution automatically adjusts the language to the language version of the device.



Results of the Implementation

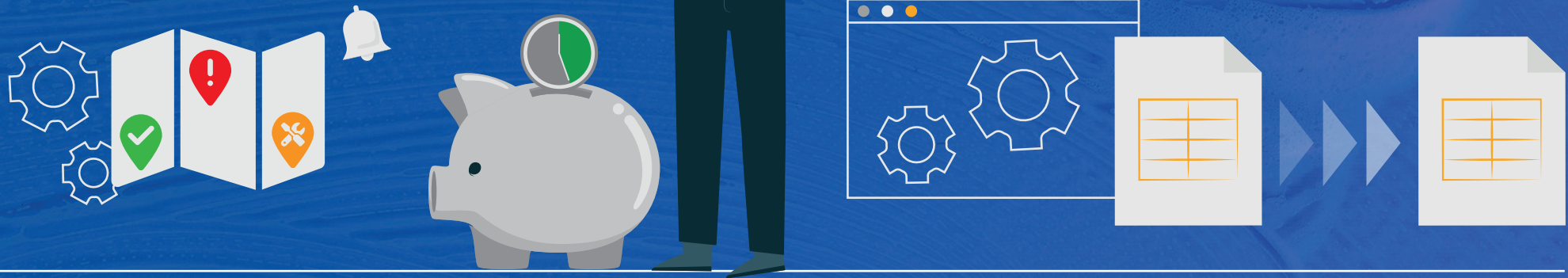
40% of saved working time for employees thanks to:

- Work based on defined standards, task automation, communications, and data flow,
- Tools for recording discrepancies with instant notification of supervisors and the client,
- Recording tasks, time, and conditions of their execution. This generates data that helps identify areas requiring improvement and generating costs.

Competitive Advantage:

"We signed two contracts partly because we have a system that automates work, even though we were not the cheapest option. Young, technology-oriented managers considered us more professional precisely because we have implemented the Emigo system."

*Arkadiusz Miliński
Sales Director, Radex Servis*



Results of the Implementation

20% lower client service costs thanks to:

- Automation of settlements with clients,
- Time savings for personnel spent on manually creating reports and paper documentation.

90% lower risk of complaints and compensations thanks to:

- Recording evidence and conditions of service execution, protecting the company's interests in case of complaints,
- Standardizing actions, reducing the risk of errors and the costs of their elimination,
- Recording all discrepancies during service execution, and the ability to track and instantly notify supervisors and the client.



Results of the Implementation

80% better communication with the client and greater engagement thanks to:

- Access to the cooperation history in digital form, from any place and at any time,
- Digital protocols, reports, and notifications,
- Automation of settlements with clients, significantly reducing costs on their side as well,
- Notifications about irregularities, often involving the client in their resolution.



Summary

During the design of the solution, internal processes related to client service at Radex Serwis were also optimized. Unnecessary actions, often resulting from traditional "analog" working methods, were eliminated from the processes. Thanks to the transformation, processes were adapted to obtain the highest quality data, which serve to evaluate their effectiveness and improve them.





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RADEX SERWIS

