

Field Service Automation

Customer
Case

Hitachi-Omron Terminal Solutions, Corp.

FSA (Field Service Automation) enables visualized real-time maintenance status of thousands of Cash Recycling ATMs in the Asian countries.

Hitachi-Omron Terminal Solutions, Corp. is a top of the class vendor in the cash recycling ATM industry that is expanding business throughout Asia. However, because it often subcontracts its overseas maintenance services to its local business partners, ATM information had not been centrally managed and maintenance status could not be visually grasped.

Since customers expect highly dependable operational quality for ATM, it is integral that the machine itself be of high quality, but it is also integral to provide high-quality on-site maintenance service. Therefore, with the objective to establish an on-site maintenance platform, Hitachi-Omron Terminal Solutions, Corp. installed FSA (Field Service Automation).



Hitachi-Omron Terminal Solutions, Corp.

Headquarter:

Asahi Headquarters: 1 Ikegami, Haruoka-cho, Owariasahi-shi, Aichi, Japan
Tokyo Headquarters: 7th Floor, Osaki New City 3rd Building, 1-6-3 Osaki, Shinagawa-ku, Tokyo, Japan

Core Business:

Sales, marketing, development, engineering, manufacturing, and services of ATM and other products.

Established: October 1, 2004

Number of Employees: 996 (as of March 31st, 2015)

URL: <http://www.hitachi-omron-ts.com/>

Background

In order to secure quality maintenance, we wanted a maintenance platform that will centrally manage information and visualize the status on a real-time basis.

ATM is an infrastructure integral in this modern society. However, outside of Japan, there were not many cash recycling ATMs that allowed both deposits and withdrawals. Hitachi-Omron Terminal Solutions, Corp. has business centered in Asia with cash recycling ATM as its core product.

Customers demand high reliability in ATM. To meet this demand, the machine itself must be of high quality while on-site maintenance be of high quality as well. Therefore, they decided to have an on-site maintenance foundation. However, since they often subcontract local business partners for overseas' product marketing and maintenance, it was difficult to gain detail information on failures/disorders occurring at overseas sites. They didn't have a centralized system to manage information from each and every country.

"Many hours and efforts were necessitated to respond to issues and analyzing them. Also, information management were dependent on individual skills which varied in quality and there were no mechanism to compensate this gap. In order to elevate operation quality, building a common platform that will centrally manage information and visualize maintenance status on a real-time basis became our immediate initiative," says Mr. Miyagaki, the project leader, reflecting back on the situation at that time.



Kazuyuki Miyagaki

Senior Manager
Maintenance Services Strategy Department
Global Business Group
Hitachi-Omron Terminal Solutions, Corp.



Kenzaburo Tanaka

Assistant Manager
After Support Department
Business Support Division
Hitachi Terminal Mechatronics, Corp.

Selection Process

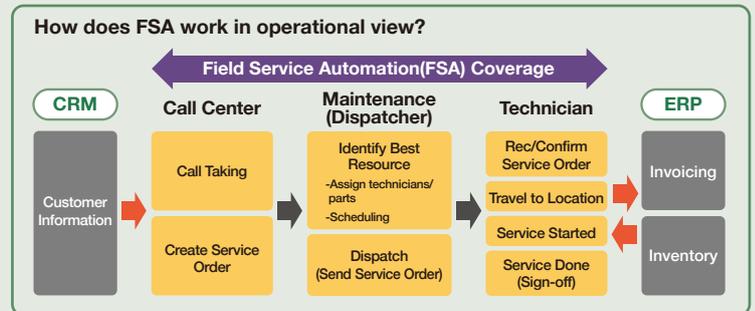
The decisive factors in choosing FSA were that its maintenance crew schedule management was user-friendly and that it enabled central management of data at and of multiple countries.

Hitachi-Omron Terminal Solutions, Corp. did not have a dedicated department handling maintenance system. Therefore, a three-man project team was formed. Studies to implement a system along with discussions on how maintenance work should be was begun from November 2013. However, they couldn't find any system that satisfied all of Hitachi-Omron Terminal Solutions, Corp. needs.

When they narrowed down their requirements to 'maintenance crew management' and 'keeping maintenance history of each ATM', Hitachi Solutions' FSA was shortlisted.

FSA gives visibility into all of the work that service engineers for maintenance and repair performs and is a product that supports service quality improvement. Its proficiency has been proven in over 60 countries worldwide.

Hitachi-Omron Terminal Solutions, Corp. placed great significance in having this maintenance system believing that it would change their future business in Asia. That is why they paid extra attention in selecting the right product and just as importantly, the right vendor to become their system installation partner. Mr. Tanaka, who was one of the project member, reflects back, saying, "We needed a very experienced vendor with not only offices in Japan but sites in overseas countries that offered local support as this was a project for our customers in Asia. We decided on Hitachi Solutions because it has affiliates in India and China capable of providing meticulous care."



Installation Activities and Benefits

Studied how maintenance work should be, through composing a standard work flow.

Real-time grasp of status enabled through centrally manageable FSA.

The 3 major benefits from FSA installment:

1. A foundation that enables the same high-level maintenance service and quality was laid in each country
2. Through collecting failure/incident information from each country into a single system, issues and countermeasures common in multiple countries are now shared and analyzed thus making it possible to shorten the response/repair time.
3. It enables Japan to uncover common issues and do analysis and provide corrective measures back to the product.

"We were with the intention to build one system that will manage all the situations in all the countries, so we stood adamant to establish a globally standard work flow," says Mr. Miyagaki.

After putting together such standard workflow, the flow, the method of use and the basic thinking were confirmed with the persons in charge from each country to ensure that each have the same understanding.

Finally from March 2015, after sufficient local training, the system met a smooth launch, consecutively in India and Indonesia.

Another huge benefit was that while making the standard workflow, they were able to visualize the whole of the work process and speculate on the ideal workflow.

Initiatives and Expectations Going Forward

We look forward to continued local support, optimizing mobile devices and coupling with ERP system and other proposals aimed to improve maintenance service efficiency

Mr. Tanaka's expectations include, "Improving local maintenance crew's work efficiency optimizing GPS and mobile devices, linking up with ERP's inventory information, and other ideas/detailed proposals that will elevate maintenance work efficiency."

With FSA, Hitachi-Omron Terminal Solutions is well on its way to make giant leaps to realize its vision to become 'The most reliable Terminal Solution Vendor in the world'.

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