Integrating mobility for smoother production of renewable energy

About MHI Vestas Offshore Wind A/S

MHI Vestas Offshore Wind may have been founded as an independent company just in April 2014, but it draws on longtime legacy and know-how. Its parent companies are two of the global leaders in wind power and offshore ventures – Vestas Wind Systems A/S and Mitsubishi Heavy Industries Ltd.

MHI Vestas' mission is to develop offshore wind as an economically viable and sustainable energy resource for the future. The company's sole focus is to design, manufacture, install and service wind turbines for the offshore wind industry. The company aims to drive down the cost of energy from offshore wind parks by driving capital and operating savings, and increasing output of wind turbines by bringing the state-of-the-art technology to the market.

Customer
MHI Vestas Offshore Wind A/S

Solution
Resco Mobile CRM with Microsoft Dynamics 365

Type
Public limited company

Industry
Electrical power production

Organization Size
2200 employees

Headquarters
Dusager 4
8200 Aarhus N
Denmark

Business Challenge

Production of renewable energy is a world-wide priority. With offshore wind turbine farms in Denmark, Sweden, Netherlands, Belgium, United Kingdom, MHI Vestas has fast expanded from 250 to 2200+ employees, many of which are technicians handling the maintenance of turbines. Hence, efficient servicing of the growing number of turbines has become a pressing need for the company.

> *"Our service teams work in truly challenging conditions. All our turbines are at sea, where you often can't rely on a stable Wi-Fi or any other network connectivity, really. Because of the physical requirements of climbing into an actual turbine, the technicians must be mobile. They're not able to operate a laptop or go through sheets of paper while they're hanging on the ropes and trying to repair a blade," explained Thor Tankred, Senior CRM Consultant at MHI Vestas Offshore Wind.*

Solution

MHI Vestas have already been running on Microsoft Dynamics 365 when they started looking for a suitable mobile solution to add even more flexibility .

> *"We've been using Dynamics 365 as a platform – not for sales, but pretty much for all other areas of our operation. So we wanted to provide a flexible mobile solution that would effectively bring the required functionality to our staff in the field. And would work fully offline as well – which is obviously a critical requirement for our service team," Thor revealed.*

That's why MHI Vestas chose Resco Mobile CRM. The mobile app enables technicians to access and work with the company's data on phones and tablets – even offline, while on the turbines out at sea. It helps to guide them throughout the maintenance process, provide feedback to the backoffice, and simplifies access to all required documents and other essential information stored in Dynamics 365.

Benefits

Customization flexibility & ease

Besides its full offline functionality and mobility, MHI Vestas also highlighted the customization ease and flexibility of Resco Mobile CRM.

> *"I think the absolute best feature is how easy it is to customize the solution. We've been able to deliver mobile projects within weeks. We even had a project which had taken a mere 2 weeks – from the first workshop until going live, releasing completely new functionality in the app."*

"Even with our first mobile project, using Resco we've been able to deliver it far below the budget. We were able to customize the app in-house and only used one tenth of the allocated resources."

Thor Tankred
Senior CRM Consultant, MHI Vestas Offshore Wind

That was enabled thanks to the flexibility of Resco's Woodford configuration tool.

> *"It actually surprised me how flexible Woodford is. The comprehensive rule engine, how easy it is to change the app's layout, the form design – I think that is really impressive. It really is an effective building framework," emphasized Thor Tankred.*

Saving the budget

The straight-forward customization process also enabled to save company resources.

> *"Even with our first mobile project using Resco, we've been able to deliver it far below the budget, because we were able to build in-house. We've only used one tenth of the budget allocated for the project. The only thing we had to buy were the licenses for the end users – so that was a huge win as well," Thor added.*

User feedback

> *"The response from the users in the field has been overwhelmingly positive. We had a supervisor saying he felt like Santa Claus when introducing the solution to the field technicians. Some of the technicians even came to shake his hand after the training session, saying 'This is actually a good tool. This is something that we can really use and it will help us in our daily work.' That's the best kind of feedback you can get."*

Furthermore, once the initial version was deployed to the first group of service technicians, word of mouth started to spread.

> *"Shortly after, many of the staff have heard about the Resco app from colleagues who already received it. And began actively asking about whether they can use it as well. Luckily, rolling it out was very simple and we're able to easily provide the solution to additional users whenever needed," Thor summarized.*

Keeping up with latest developments

With the frantic pace of the mobile market, MHI Vestas found they can rely on Resco to stay on top of the newest developments and features. Be it a new iOS or Android version, or entirely new technologies such as wearables and augmented reality.

> *"I really like that Resco is putting so much attention to new developments and are always curious about pushing their products that extra bit further. They're also a really flexible entity, which is great when you have an unusual support request or a suggestion for a new feature – they are really paying attention to what you're saying," Thor Tankred, Senior CRM Consultant at MHI Vestas Offshore Wind concluded.*

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