



# KLAUS Multiparking

## Cutting-Edge Parking Systems

### Mechanical and plant engineering

#### Name:

KLAUS Multiparking GmbH

#### Website:

[www.multiparking.com](http://www.multiparking.com)

#### Products:

Semi and fully automatic parking systems: double and stack parkers, shelf, tower, layer, lift and shuttle systems

#### Headquarters:

Aitrach near Memmingen

#### Employees:

140 (2014)

#### Revenue:

€40m (2014)

#### Why proALPHA?

- Integration of all business units in the ERP system
- Open interfaces to other systems
- Automated product configuration
- The proALPHA consulting team's expertise
- Proximity to proALPHA branch office and local support

#### Benefits

- Predefined options for selecting product specifications allow optimum configuration of quotes and orders to create a customized product of lot size 1
- Creation of complete bills of materials and optimized packing lists with the product configurator
- Mapping of the entire service process in proALPHA Service Management
- Accelerated service processes by connecting I-mobile and proALPHA
- Time savings thanks to central access to documents via the integrated Document Management System

With 600,000 parking spaces and 65 sales partners worldwide, KLAUS Multiparking is one of the leading providers of premium parking systems. No single product is like any other. KLAUS Multiparking tailors each one to suit the customer's needs with the help of the proALPHA Product Configurator and its automated, time-saving and error-free processes. Supported by the integrated proALPHA Service Management, the company also effortlessly manages more than 1,000 maintenance calls and 250 repair calls in Germany each month. Not only is high quality in service assured but also the audit-proof archiving of one million documents in the integrated Document Management System (DMS).

## Parking Solutions to Meet All Needs

KLAUS Multiparking is well-known for its semi and fully automatic parking systems. Its portfolio includes double and stack parkers. Shelf, tower, layer, lift and shuttle systems allow space-saving parking of more than 100 vehicles in residential buildings, office buildings, and hotels. KLAUS Multiparking is the market leader in Germany. Its customers are mainly general contractors who take care of all the work required to construct a building. The company does approx. 50 percent of its business abroad and exports its products to 65 countries worldwide.

## The Product Configurator as a Hub

KLAUS Multiparking's key to high customer satisfaction is premium quality and customized solutions. „Each of our products can be customized, which is why standardization is no longer part of our business,“ says Norbert Blessing, head of IT. The proALPHA Product Configurator is at the core of IT and enables the company to create each of its sophisticated end products step by step by assigning different features, for example, to design a parking system for heavy and large vehicles or for a large number of vehicles. Since each construction site is unique and every inch matters, KLAUS Multiparking works with a huge kit encompassing about 20,000 different combinations.

„proALPHA offers the reliability we need to master peaks in demand and other challenges specific to our business.“

**Norbert Blessing**, Head of IT KLAUS  
Multiparking

„We would not be able to master our wide range of products without the product configurator,“ says Mr. Blessing. Employees use the product configurator to enter incoming orders (most of which are received in autumn, when construction projects are usually completed). Consequently, the product configurator is also the basis for later production planning in proALPHA Advanced Planning and Scheduling (APS). Bills of materials and production lists are created which contain the dimensions of the parts to be delivered and provide clear definitions of the products even at this early stage. „This helps us reduce material requirements to a minimum,“ says Mr. Blessing. Like any other company in the building and construction industry, KLAUS Multiparking has to react to changes requested by customers on short notice. proALPHA offers a project management module that enables all project tasks to be handled smoothly, be it project and resource planning, reporting or project costing.

## High Flexibility and a Great Variety of Options

Flexibility is also crucial to other divisions of the company. In general, it takes KLAUS Multiparking several months to deliver and mount the parking systems after an order comes in. For this reason, a payment schedule is created for each order. This additional option is available for sales orders. It features a list with the times when payments have to be made and indicates, for example, that partial payments are due when an order is awarded or when a shipment is received. On the respective due date, an employee creates the corresponding invoices with the help of the payment schedule.

The product configurator is also advantageous to logistics. After a product has been configured, it automatically defines the packaging units and quantities best suited to the delivery of each individual sales unit. For example, KLAUS Multiparking ships five parking systems in five optimized packaging units, which facilitates and accelerates transport and on-site assembly. Previously, a packing list only summarized similar materials of an order to optimize them for shipping.



## Mobile Connection for Efficient Service Management

Besides the products, service has become an important business segment of KLAUS Multiparking, too. In December 2014, the company opened a new service center in Munich, which also serves as the headquarters for assemblers and as a big spare parts warehouse. In Germany, more than 1,000 maintenance calls and 250 repair calls are received each month. They are stored in proALPHA Service Management together with the corresponding agreements.

KLAUS Multiparking can guarantee its customers regular maintenance of parking systems and replacement of wear parts. Previously, service included a lot of paperwork and was a long and laborious task. Today, service employees use a serial number to access the bill of materials of the work order. Information on



maintenance intervals, wear parts and service fees is readily available. Maintenance dates can be planned and confirmed well in advance. Another highlight for Mr. Blessing is that the mobile service solution I-mobile can be conveniently connected with proALPHA. Service orders are electronically transmitted to the employees responsible and completed efficiently.

Moreover, the company's 80 service employees can open their check lists on a tablet, go through these lists and then transfer the data to proALPHA via an interface. This greatly accelerates processes. Times, materials and service reports are logged without any delay. The mobile connection also enables the company to promptly document all field services and invoice them faster.

## Audit-Proof Archiving

When managing its large number of documents, KLAUS Multiparking benefits from audit-proof archiving. Thanks to the full integration of the Document Management System (DMS) into proALPHA, all of the company's departments, such as sales, production and accounting, can access all corporate data directly. Not only can documents of any type be archived in the DMS, their archiving is also audit-proof thanks to server-based versioning. For example, maintenance checklists filled out by service employees can be stored there. Moreover, the DMS automatically assigns time tickets, requisitions

„By using keywords and the full text search, we find specific documents pretty fast“

**Nobert Blessing**, Head of IT KLAUS Multiparking



and shipping documents to the corresponding orders when the documents are scanned.

„We Feel Appreciated“

„Thanks to proALPHA, we have significantly improved our processes throughout the entire company, which enables us to get an edge over our competitors at home and abroad in the long term,“ says Mr. Blessing.

KLAUS Multiparking has laid down a solid foundation on which to build its success. Mr. Blessing also praises proALPHA for their close cooperation. The company still works with proALPHA employees it has known since the project started in 2002. Mutual trust and experience make both parties equal partners.

„We feel that proALPHA really appreciates us. It was absolutely the right decision to choose proALPHA.“

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