

# MIGROS



## FACTS AND FIGURES

### SECTOR

Retail

### SALES

2.6 billion (2020)

### NUMBER OF EMPLOYEES

9000 (Locations: 299)

### SOLUTION

Ultimo Fleet Management

### CHALLENGES

- Lack of visibility over vehicle condition and repairs, as vehicle management system was not linked to the parts warehouse or accounting.
- No interface for internal and external billing and cost allocation.
- No connection with SAP or integration with third-party systems.

### RESULTS

- Lean management processes.
- Faster and more efficient workshop and maintenance processes.
- Easy access to key data on vehicles and fleet maintenance/repair expenses.
- All information in one place – centrally-managed transparent documentation.

## A CLEAR VIEW OF FLEET MANAGEMENT.

# MIGROS ZÜRICH OPTIMISES WORKSHOP PROCESSES WITH ULTIMO.

The Migros Zürich Cooperative (Genossenschaft Migros Zürich, GMZ) is the leading provider of groceries and everyday household goods around the Zurich area. While the company was founded in 1941, its origins can be traced back to 1925 when five sales carts delivered goods from the headquarters to the city and to the stores that opened the following years.

Today, Migros Zürich comprises of more than 100 supermarkets as well as numerous specialist shops, partner stores and catering outlets. It has 9,000 employees and a fleet of 75 trucks.

*“We have gained transparency for our fleet management, and our processes are now faster and more efficient.”*

LORENZO GRECO, IT PROJECTLEADER

## MIGROS

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When Migros Zürich constructed a new workshop for carrying out maintenance and repairs on the vehicles in its fleet, it also looked for a solution to optimise order management as the old, in-house developed programme could not meet the needs of the new facility. It needed a new Enterprise Asset Management (EAM) system that could meet the requirements of lean management and provide a comprehensive overview of vehicle condition and repairs while linking directly to the materials warehouse and accounting systems.

Before choosing the EAM provider, the Migros Zürich team gathered extensive information and compared potential solutions from several providers. It eventually decided on Ultimo because the combination of functionalities, interface, price-performance ratio and the team’s professionalism proved a perfect fit. “Ultimately, we were convinced by a visit to a leading German grocer in Berlin, which also successfully uses Ultimo for its fleet management. We looked very closely for any potential issues the solution might have, but it quickly became clear that everything was well-solved and convincingly addressed.”

Migros Zürich uses Ultimo to record and process vehicle repairs, including allocating the required parts, and collect operational data. The completed orders are transferred directly to the corresponding SAP modules through a customised interface for internal or external invoicing. According to Lorenzo Greco, the requirements for the interface were discussed with the workshop and accounting teams, the SAP operator and Ultimo, after which the implementation was carried out exactly as Migros Zürich wished.

Now, the workshop manager can easily see which parts are required for each repair and if they are in stock. As soon as the mechanic begins working on a vehicle, they take over the order using the Ultimo Go app on their tablet, which enables accurate time recording for the work carried out.

The data on vehicles, repairs and required parts and materials is available to all users afterwards. This simplifies costs allocation and billing and makes it easy to monitor the condition of the fleet as well as individual vehicles.

Ultimo has now replaced the Excel lists Migros Zürich previously used for warehouse management as well as the third-party systems it relied on for invoicing. The company’s service station, including the parts warehouse, and car wash, are integrated with the EAM solution through a customised interface. Damage reports, which the drivers used to record using separate software, are also managed through Ultimo. As a result, all data relating to the vehicles is centralised in one system, in line with the company’s lean management principles.

“The feedback from our workshop managers, mechanics, and accounting staff is consistently positive. We have gained transparency for our fleet management, and our processes are now faster and more efficient.” In the future, Migros Zurich plans to use Ultimo to record even more data. Maintenance management and planning of seasonal and routine servicing of the vehicles will also be carried out via the software. “We have found a strong partner to optimise our fleet management processes. We look forward to working with Ultimo to leverage the software’s full potential in the future.”

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