

Success Story: Kalmar

Tiikr Manages Engineering Services Management for 26x Fleet Growth

SITUATION

Kalmar handles one in four container movements worldwide. Kalmar provides heavy material handling equipment and services for ports, terminals, distribution centres, manufacturing and heavy logistics.

The business was launching a new service department **without any formal job management system**, relying on practices that typically involved triplicate paper books with manual documentation. This created **immediate challenges** in tracking maintenance history, processing invoices, and **ensuring compliance across their growing fleet operations**.

Without a digital system, the company faced risks of lost job cards, incomplete, or illegible text entry requiring follow-up clarification, and no centralized repository for maintenance records. **Limited ability to track service history across equipment and sites**, created barriers to growth as they scaled from a six-person technician team.

Kalmar's Australia and New Zealand operations needed a digital solution to rapidly scale and manage complex service operations across multi-day service visits, track inventories and timesheets across 70+ discrete sites, and maintain searchable records for compliance authorities.

IMPACT

Implementing Tiikr's digital maintenance platform, **Kalmar eliminated paper-based processes** and created a fully integrated service management system.

Technicians **could work seamlessly online and offline** using mobile apps, capturing service data, photos, and compliance documentation in real-time.

Operations staff have complete visibility across their entire fleet with instant access to maintenance history, automated invoicing, and comprehensive reporting capabilities.

RETURN ON INVESTMENT

- 26 x growth in managed assets (18 to 480 assets)
- 14 x technician workforce growth
- Complete elimination of paper job cards
- Instant customer delivery of detailed service reports
- Full compliance with regulatory auditing requirements
- Searchable maintenance records across 70+ sites
- Automated parts and timesheet export for invoicing
- Rapid scaling without administrative bottlenecks
- Enhanced customer satisfaction through detailed reporting

OUR SOLUTION

Tiikr for Materials Handling & Logistics:

- Service Operations Management
- Complex Parts, Consumables, & Time Tracking Management
- Fleet Maintenance Tracking
- Compliance Documentation
- Multi-site Equipment Management

