

Success Story: Palfinger

Industry-leading efficiency gains through complete workflow digitalization

SITUATION

Palfinger Australia manages hundreds of cranes and complex quality control processes across a distributed service partner network nationwide. **Their mobile crane loader solutions are mission-critical for transport, logistics, and construction sectors**, supporting heavy material handling across mining, infrastructure, and commercial applications.

The business **was heavily dependent on paper-based manual processes** for quality control, inspections, service scheduling, and inventory management. This meant **high liability risks** on vehicle damage claims, inconsistent quality across service partners, and **limited visibility into field operations**.

Manual timekeeping across 40+ technicians, disconnected workflows between departments, and paper-based warranty processes created significant inefficiencies.

Critical issues included illegible handwriting, lost documentation, difficult audit processes, and inability to track high-value crane components as they moved between service locations and inventory stockpiles.

Palfinger needed to standardise service delivery across their partner network, eliminate paper trails for quality control, and create robust audit capabilities to maintain European standards compliance.

IMPACT

The move to Tiikr has **delivered measurable business improvements** well beyond cost savings. Service technicians now provide customers with detailed reports including photos, technician details, and comprehensive service documentation, **differentiating Palfinger from competitors** who deliver simple one-page invoices.

The platform has **enabled Palfinger to maintain full audit trails** for European standard compliance while managing inventory movements worth up to \$120,000 monthly with complete traceability and control.

RETURN ON INVESTMENT

- 75% reduction in vehicle damage claims
- Complete elimination of paper-based documentation across 22 active workflow forms
- Immediate ROI through reduced operational costs and improved process efficiency
- Enhanced customer satisfaction with comprehensive service documentation
- Standardised service delivery across all partner locations
- Reduced labour costs through digital timekeeping and scheduling

OUR SOLUTION

Tiikr for Manufacturing Operations:

- Vehicle Fabrication Workflows
- Quality Control Management
- Service Partner Standardisation
- Vehicle Inspection Workflows
- Inventory & Parts Management
- Service Scheduling & Timekeeping
- Forensic Quality Inspection Imaging

