

## **The capital Scaffolding Rental**

### ***Description of the company***

The capital Scaffolding Rental (HSU) is a company to set up scaffolding at major Buildings. Customers are large contractors and construction companies.

### **Business Case**

In connection with an increase in activity has experienced problems with logistics:

1. You have had problems with having an overview of the equipment and is targeted to be implementation of a new IT system, this overview and thereby achieve better utilization of the equipment
2. Man has had to refuse some orders, mainly due. Scarce resources and mounting it is hoped that the IT system can provide better planning, which will mean increased efficiency.
3. You also want to be able to give customers quick message about whether you can deliver demand delivery and also could quickly make an offer. It has previously experienced some customers have complained about the treatment time.

### **Current workflow**

The vast majority of queries on scaffolding is done by phone, but some regular customers send an email to

Instead of calling.

When you've got a question, is the first to be made to the scaffolding to be designed. If there is minor projects, ask the sales rep customer to submit a drawing of building with a selection of where you want scaffolding. In most cases, sales employee on this basis to design the scaffolding. In some cases, the sales employee however, need to obtain additional information or take out and inspect the building.

For larger projects, the sales employee always out and inspect the site where the scaffolding must established within the scaffolding designed.

When the sales employee has designed the scaffolding, sent the design for approval by one of the two controllers. Once the design is approved, controls sales employee that the equipment required is available in the requested period and check that it fits in with installers and trucks. This is checked in the common calendar, located on the intranet. If resources are present prepare sales employee an offer mailed to the customer.

If the customer accepts the offer be sent an order confirmation.

### **logistics Problems**

In the company there are a number of logistical problems:

- It is difficult to make a rational planning of the technicians and the cars because they do not automatically estimate how much time it takes to make a scaffold up. The team leader has often pointed out that if they were taken in the planning, could this be optimized.

- When renting scaffolding rented it for a period. It often happens that the construction is delayed and the customer therefore wishes to extend the agreement. This means that you have to change plans.

### **The capital Scaffolding Rental**

All scaffolding built from the same basic components. If you do not have a specific scaffolding, but the scaffolding consists of a number of components depending on the design.

### **IT systems**

The HSU has some old spreadsheet systems, and a calendar without proper functionality, so its most planning is still manually.

However, it has some expectations of a new IT system, and hopes that it can eliminate a part of logistics problems.

It has the following minimum requirements for a new IT system

- be able to see the status of resources (booked / not booked)
- be able to enter offers and send them to customers
- be able to print packing lists
- should be used to plan the use of trucks and fitters

### **Study Point Assignment:**

1. Set objectives and goals for a new IT system. Documents such as a traceability model. Include also feature list in the model.
2. Make a domain model!
3. Create an activity diagram for the current operation (AS-IS) Submission  
Requirements: delivered assembled in a PDF document on Moodle.