

Nilfisk, Copenhagen, Denmark

Tap Into the Rental Trend and Optimize Profitability with Digital Solutions

 With the it.hire&rental solution, we can streamline and automate our rental management, which helps us to meet the latest customer demands and grow our business.

Marcus Faber Kappendrup, Business System Consultant, Nilfisk

Challenges

- Meeting the increasing demands for equipment rental
- Reducing the amount of cost-intensive manual work, e.g. invoicing, when managing rental agreements
- Enabling transparency in equipment status throughout the entire rental life cycle
- Automating the tracking and billing of rental processes

Achievements and Benefits

- Streamlined rental management across different markets
- Growth of rental business to meet increasing customer demands
- Easy-to-understand overview of capacity utilization, price index and availability
- Better customer experience with zero errors
- Improved decision-making thanks to data transparency

- Fast module integration into existing SAP landscape (10-20 days)

Solution

The it.hire&rental solution is an SAP module that enables Nilfisk to grow their rental business and profitability by automating processes and ensuring effective rental management.

Why itelligence?

- A global SAP Platinum Partner with nearly 30 years' experience
- Strong partnership with Nilfisk since 2006
- A trustworthy and experienced partner providing expertise from A-Z
- Multinational approach with local presence



14,000

active contracts



Seize New Markets with Digitalization

In the modern business landscape, rental and leasing is a growing trend across markets. To put it simply, customers no longer want to own when they can loan. This trend offers a lot of possibilities for businesses. And challenges.

Because how do you keep track of rental processes and tasks? How can you maximize the use of your equipment fleet? And optimize your service offerings? To answer the questions and achieve effective and profitable rental management, a digital solution is key.

Nilfisk Cleans Up Their Rental Business

Nilfisk, one of the world's leading manufacturers of professional cleaning equipment, has entered the increasingly lucrative rental market. To leverage the full potential of their rental business, Nilfisk has implemented it.hire&rental from itelligence.

The module has been easily integrated into Nilfisk's SAP environment, enabling employees to control and manage all rental processes within the well-known landscape.

"We started working with it.hire&rental for the German market back in 2013, and since then, our rental business has grown rapidly," says Marcus Faber Kappendrup, Business System Consultant, Nilfisk, who can put a number on the success:

"Today, we are running it.hire&rental on eight markets. We have more than 14,000 contracts in the system and the numbers are growing with 2,000 new contracts every year," he confirms.

No Hands Needed

Before working with the module developed by itelligence, Nilfisk operated most of their rental business manually. Juggling Excel files was not only

time-consuming and cost-intensive – it also ran the risk of employees making errors and causing delays. Now, most of the tasks are automated, which is pivotal for the growth.

"With our old set-up, we spent too much time doing manual work. As a result, it was impossible to scale our rental business compared to the results we have achieved with it.hire&rental," explains Francesca Colla, Service Manager at Nilfisk.

The solution benefits every department at Nilfisk. From finance and sales to service. When a new contract is registered in the system, it will run smoothly with no need for human interaction.

"During the lifetime of a contract, often three to four years, we do not need to touch it at all. It just runs automatically. This saves us valuable time, which allows us to proactively help our customers even more than before," says Francesca Colla.

Are Your Machines Profitable?

The it.hire&rental solution has helped Nilfisk to grow their rental business. However, growth is worth nothing unless it is profitable. So, the question is: are you making money on the rental machines or not?

Answering this difficult question is easy for Nilfisk. The transparent reporting means that Marcus, Francesca and all of their colleagues know exactly how much they are earning on each rental machine – and how much they are spending; for example, on depreciation and repairs.

"With it.hire&rental, we now have a link between turnover and costs. This transparency gives us unique insights into our business and allows us to make well informed strategic decisions based on data," Marcus Faber Kappendrup concludes.



Company:
Nilfisk

Industry:
Professional cleaning equipment

Products:
Floor cleaning, pressure washers and vacuum cleaners

Number of employees:
5,500+ employees

Location:
Global presence with HQ in Denmark

Website:
www.nilfisk.com