

## Interview with Feyter Forklift Services



### Workshops run like clockwork thanks to Dime.Scheduler

Maintaining and repairing forklifts requires the right mechanics and the right spare parts at the right time. Dime.Scheduler gets everybody and everything in line at Feyter Forklift Services.

Feyter Forklift Services is part of the Feyter Group, headquartered in Terneuzen, The Netherlands. The group's business also includes industrial services (such as engineering, welding and fabrication) and civil engineering (steel, concrete and wood construction). Feyter Forklift Services specializes in selling, leasing, renting, maintaining and repairing forklifts, container handlers, telehandlers and warehousing machines. Feyter Forklift Services manages two workshops in the Netherlands and runs commercial offices in Belgium, Spain and Germany. The company has about 70 employees.



Feyter Forklift Services counts on Dime.Scheduler to support its planning office. Uw Dynamics Partner (UDP) added Dime's graphical resource planning and scheduling tool to Feyter's planning environment. The company relies on the combination of Microsoft Dynamics NAV and Uw Rental & Services, UDP's

object based solution for rental and service administration. "Work orders are created in Dynamics NAV", explained Jos Saman, planner at Feyter Forklift Services. "Every work order contains detailed information about the job, including the spare parts that will be needed and the time it will take to finish the job. All these elements are linked to objects in NAV, based on the company's historic data and experience."



Jos Saman  
Planner at Feyter  
Forklift Services

"Dime.Scheduler is an important element in how we run our workshops. The tool allows us to dynamically assign resources such as mechanics and spare parts to tasks, while all elements are linked to Microsoft Dynamics NAV."

## Graphical plan board

"What matters most is that we keep an overview of what's going on - and what's to come - in our workshops", said Saman. "In that perspective, the graphical plan board has grown to be something we can't do without." The plan board is where Jos Saman simply drags and drops tasks, moves jobs from one day to another, from one mechanic to another,

adjusts starting and ending times, and so on. "Colours and time markers allow us to keep track of how well we are doing and what's ahead of us", concluded Saman. "The colours make it really easy to see if necessary parts are available in stock, for example. Dime.Scheduler is the first thing we look at in the morning and the last thing we see before the office closes."

