

BAS Holding integrates and modernizes business applications with Thinkwise low-code platform

BAS is a trading company and service provider that provides solutions to transport companies worldwide, allowing these companies to better deal with the dynamics of the international transport sector. The company opted for the Thinkwise Platform in 2012 to develop a fleet management application and is currently carrying out several new software projects with the platform.

The BAS Holding organization consists of various companies that are active in the trade and rental of vehicles, and in providing services for logistics and fleet management. The company uses a platform, called FleetGuide, which has been developed using Thinkwise to deliver its fleet management services. This platform provides customers with service and advice enabling them to coordinate and optimize the complete maintenance of their vehicle fleet. In addition, a network of around 300 truck dealers and universal garages, which deliver their maintenance services based on appointments made in FleetGuide, are connected on the platform.

John Lunenburg has been working at Bas Holding for the past thirteen years, the last six of which as BI & Software Development Team Leader. With his background in business economics and project management, he manages a team of four developers, who are applying their in-depth knowledge of the Thinkwise Platform to develop a dealer management system.

"We have been working very satisfactorily with Thinkwise for quite some time now," says John. "We are a very demanding organization, and with the platform you can very quickly create the basic elements of a process and then optimize it afterward. This makes it very easy to brainstorm with the business, you can develop quickly and soon have a clear picture of how the processes work."

History

BAS Holding decided to engage with Thinkwise when it was looking for a new dealer management system for its workshops. In those days, they were working with various connected packages, self-developed systems, and a back-end of IBM AS/400 servers. Lacking a standard software package that satisfied all requirements, Thinkwise once again came into the picture.

"A few years earlier, we had carried out a proof of concept with Thinkwise for a quotation system," says John Lunenburg. "We then had to focus on other priorities and did not pursue matters at that time. There was now a need for a solution to enable process-driven work and integrate systems. Thinkwise appeared to satisfy this requirement perfectly."

There was complete confidence in the Apeldoorn-based software supplier, because the company did not consider any other low-code platforms.

John Lunenburg: *"Thinkwise has been in use at large organizations in the Netherlands for many years; that builds confidence. We carried out the first project together following a training, and with the help and advice of Thinkwise experts. Learning by doing. Within six months after starting the project we had connected the first service engineers to our fleet management platform, and a few months later the entire system was ready for use."*

Survive technology

The flexibility with which the Thinkwise Platform adapts to technological developments is apparent from the fact that BAS Holding is still using the platform, without any complicated technological modifications or upgrades.

John: *"FleetGuide still runs perfectly on Thinkwise. Since we've been using it our processes are running much smoother."*



"Within six months after starting the project we had connected the first service engineers to our fleet management platform, and a few months later the entire system was ready for use."

John Lunenburg, Team leader BI & Software Development at BAS Holding

After completing FleetGuide the company did not start any new Thinkwise projects for many years, apart from the continued development of the software. However, they are currently very busy replacing the software for the Dutch and German workshops and the implementation of this is planned for the rest of the year.

"We now have a service contract module running, with which we can produce invoices and process the entire financial administration", John explains. *"We do all of this with Thinkwise. During the past year we have been mainly involved with the development of modules for the workshop and the warehouse, to further automate everything. Ultimately, we want all the logistic and commercial processes to operate via Thinkwise."*

Fast delivery

According to John it is difficult to calculate the extent to which the business processes have improved. *"We are certainly working more efficiently by automating many of our services with Thinkwise. FleetGuide was initially used by four employees for one customer. We now manage around fifteen customers with the platform, but with a team of only ten people. Our employees are very satisfied with how everything works. Furthermore, they have now become accustomed to the speed with which we can implement modifications to the software."*

John is also extremely satisfied with the cooperation with Thinkwise: *"We have enjoyed a close working relationship with Thinkwise for many years. We see Thinkwise as a partner, we have made use of their expertise on a structural basis during the past year. We can always brainstorm effectively with their specialists about our challenges."*

Future

The company will become even more efficient in the future. They expect to have the new business software operational at all workshops in the Netherlands during 2021, and Germany is planned to commence after this.

"We will of course continue developing during this process", John concludes. *"We continuously examine where we can do things smarter and whether we can eliminate a few applications by modernizing them. We are currently taking a major step by replacing two software packages with Thinkwise. We also still have a customized package for the ensuing maintenance inspections, which we want to phase out. We closely examine what we can already include during this project, to further simplify the software landscape. And there are many more things that are on our list for modernization with Thinkwise. We still have plenty of ideas."*

