Digital Transformation in Service:

Liebherr Mischtechnik GmbH Modernizes Global Inspection Processes

Efficiency Gains

Faster, more transparent processes

Higher Data Quality

Reliable, consistent data for decisions

Seamless Integration

Offline-capable and rapidly deployed via low-code

Client
Liebherr Mischtechnik GmbH

Industry
Mechanical Engineering

Services
Development of Mobile and Office apps for process management

Innovation Rooted in Tradition

Since Hans Liebherr invented the tower crane in 1949, the Liebherr Group has stood for innovation and progress. Today, more than 50,000 employees drive technological advancements across multiple industries while actively preparing for the challenges of tomorrow.

Even in the digital age, Liebherr remains true to its values. By modernizing service processes for construction machinery, this family-owned company is setting new benchmarks for efficiency and customer satisfaction.

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The challenge

Analog or Partially Digital Processes Slowed Global Efficiency

Tens of thousands of Liebherr construction machines operate worldwide—often in remote or hard-to-access locations. Documenting and managing service tasks was labor-intensive and error-prone, often requiring manual corrections afterward.

Coordinating inspections and repairs across countries was particularly challenging without a centralized digital platform. Determining the status of individual machines was often difficult, delaying necessary actions.

Liebherr Mischtechnik GmbH sought a solution to modernize its global service processes while significantly increasing efficiency and transparency. Its goal was to create a worldwide mobile application with offline capabilities to support inspectors and technicians and enable secure data exchange.

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The solution

Mobile Power App as the Key to Digitalization

Liebherr Mischtechnik GmbH partnered with SoftwareOne to develop a mobile, offline-capable Power Application for inspectors and service technicians. The app enables on-site documentation of inspections and repairs, even without an internet connection. A central Office app complements the setup by managing all service cases. Data is securely stored in Microsoft Dataverse and automatically processed via Power Automate.

The decision to use the Microsoft Power Platform was driven by its seamless integration with Liebherr's existing M365 environment and positive experiences in previous projects. Thanks to its low-code approach, the solution was developed quickly and rolled out internationally.

Approach:

- Workshops defined processes, roles, and security requirements

- Mockups created to test Dataverse setup and Azure AD & B2B access configuration

- A Canvas App with offline support and a Model-Driven App for the service team

- Device testing enabled performance optimization and MVP release

Architecture Based on Microsoft Power Platform:

- **Apps:** Canvas App for technicians, Model-Driven App for service teams

- **Processes:** Automated workflows using Power Automate

- **Data:** Secure Dataverse storage with integration through Dataflows

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In the past, we filled out forms manually after each inspection and then had to digitize everything. Today, one click in the app is enough, saving enormous time and ensuring all data is immediately available.

"

Dominik Bader,

Project Manager Customer Service, Liebherr Mischtechnik GmbH

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The outcome

Efficiency, Quality, and Integration

The digital platform delivered significant improvements for Liebherr:

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Our collaboration with SoftwareOne demonstrated how quickly even complex service processes can be digitized. Our technicians have embraced the solution—and we now benefit from a significantly stronger data foundation for decision-making.

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Dominik Bader, Project Manager Customer Service, Liebherr Mischtechnik GmbH

- **Increased efficiency:**
  Inspections and repairs are far more transparent, creating measurable value for employees.

- **Reduced errors:**
  Automated workflows minimize manual errors and enhance process reliability.

- **Improved data quality:**
  Standardized, trustworthy information is available instantly, supporting better decision-making.

- **Seamless integration:**
  The solution integrates seamlessly with Liebherr's existing M365 and Azure environment.

- **Offline capability:**
  Fully functional even at remote construction sites without internet access.

- **Fast implementation:**
  Low-code development enabled a cost-effective, rapid international rollout.

- **Enhanced user experience:**
  An intuitive design simplifies everyday work for technicians and service teams.

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