

The Päijät-Häme InnoFinland 2010 award for Oilon and Quickclc Finland Oy from Lahti

This year, the prestigious InnoFinland Prizes of the President of the Republic are being awarded for the 17th time.

This year, Päijät-Häme's provincial InnoFinland prize is being awarded to Lahti-based Oilon Home Oy, a specialist in heating for houses and other buildings, and to Quickclc Finland Oy, a technology company specialising in digital service solutions. The prize was awarded for a new digital system jointly developed by the companies for the management of warranty, product, regular maintenance and customer registers.

The new system christened OilonCare improves the productivity of our business and means faster and better service for the customer. At the same time, the customer can trust that his or her heating equipment will constantly function in an optimal way, which will save energy, says Juha Huusko, Business Manager at Oilon Home Oy.

The system includes all product, installation and customer information on those customers using Oilon Home Oy's heating solutions and the OilonCare service. Through the system, it is possible to automate functions related to warranty and regular maintenance. The digital register that is updated in real-time keeps customer information and maintenance manuals up-to-date. It also sends the owner of the equipment information by SMS about the approach of annual and regular maintenance during the warranty period. Once the maintenance has been performed and signed for, the information is automatically recorded in the service database.

This new system produced by Quickclc Finland Oy completely eliminates the 'paper-fight' previously associated with warranty and maintenance matters, and makes it faster, more reliable and easier, both for the seller and the buyer.

The digital warranty, product and customer register offers equipment manufacturers and installation and maintenance companies the chance for additional sales, the service of end-customers as needed, and efficient service monitoring. This diverse service package saves manufacturers, maintenance and installation companies and end-users time and money.

We are currently expanding the OilonCare service to Oilon's international business, and we will also include Oilon's industrial products in the service, says Hannele Laurila, Managing Director of Quickclc Finland Oy, about the future plans of the two companies. The new service is easy to adopt, and is also suitable as a tool for companies manufacturing many other products requiring similar maintenance.

After winning the Päijät-Häme provincial award, the OilonCare service will go on to compete for the national InnoFinland award, the results of which will be published in December.

Additional information:

Oilon Home Oy
Juha Huusko, Business Manager
juha.huusko@oilon.com
Mobile: +358 (0)44 7576 279

Quickclc Finland Oy
Hannele Laurila, Managing Director
hannele.laurila@qc.fi
Mobile: +358 (0)40 759 0119

