

Case Study: Mobile Device Management

AGRICULTURE PRODUCTS

- *Enhanced pest control supplier supported over 2,000 field operators with business critical technology devices.*
- *Multiple contracted support providers duplicated services and caused delays in support and device replacements.*
- *Inefficiencies increased costs and problem resolutions times, while also negatively impacting customer satisfaction.*

Bell Techlogix became the single source provider, reducing service costs by 30%, while extending support to 24/7!

“Partnering with Bell Techlogix has allowed us to exceed all of our objectives. Most importantly, our customers are extremely satisfied.”

Pest Management e-Business Leader

The client licenses pest control operators to utilize its proprietary system. The system includes mobile scanning devices, proprietary software, computers, as well as software support and equipment repair services. The System utilizes termite traps placed around a structure. When termites infest a station, a radio signal is received by the scanning device. Termite control data from the device is synchronized daily with the operator’s computer, and uploaded weekly.

The scanners are business-critical devices. Inoperable devices mean lost productivity and revenue for both the customer and our client. Due to the rough handling the devices receive and their all-weather operations, they often require maintenance and replacement. Supporting the 6,000-plus scanning devices among nearly 2,000 North American operators is a major undertaking. Three separate companies managed these devices in the field.

BUSINESS CHALLENGE

Service providers had difficulty sharing data and information, causing service delays, increased costs, and significant management involvement. Cost redundancies resulted and flat-fee service charges did not adjust to seasonal periods when call volumes were low. Help desk services were available only from 7 a.m. to 5 p.m., causing downtime for West Coast customers. A backlog on equipment repair services also delayed field replacements. Mobile employees sometimes waited days or occasionally weeks for their field scanners to be repaired.

BELL TECHLOGIX SOLUTION

Bell implemented an integrated mobile support solution including help desk and depot repair services. Bell structured costs on usage, rather than on flat fees, complying with stringent budget requirements. Our Mobile Solution Desk became a one-stop shop to resolve all software, hardware, device and end-user issues. Our integrated systems allowed help desk support specialists to efficiently assist authorized operators and forward repair and replacement requests to the depot services department. Bell’s advance exchange program provided next day delivery of replacement scanners, which kept customers in business under the difficult working conditions they face.

MEANINGFUL RESULTS

In less than 30 days, the three month backlog of scanner repairs was eliminated and Bell consistently met all contractual obligations for hardware replacement - 80% of which require a 24-hour turnaround. The client realized an overall cost savings of nearly 30% due to the per device cost structure, and the consolidation of resources alone. Enhanced productivity resulted from reduced downtime due to 24 hr. help desk support. Advanced tracking and reporting resulted in less executive involvement.

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