

# Improving Business Processes

## Technology Services Provider

**Industry**  
IT Lifecycle Service Provider  
National

**Organization Size**  
Mid-size  
Over 500 Employees

**Type of Solution**  
Asset Tracking and Validation  
Ruggedized Handheld Device  
Barcode Scanning

*"Our business is fast paced and based on operational efficiency. That is how we are successful and how we make our customers successful. This mobile application has had a direct impact on improving our business processes. It's more than a mobile tool... For us, it is a competitive advantage.*

*Director of Field Service*

### Challenge

In support of a Fortune 500 client where they provide ITALC services, the on-site and depot support teams are constantly on the move. Being mobile (60-70% of their time) is required for warehouse managers, repair technicians and account managers. However, while on the move they still require the capability to communicate verbally with end-users, managers, and Tier 2 and 3 engineers, adhere to high level security policies, and interact with service level management systems and databases.

### Solution

Utilizing the ruggedized EnterMoCase<sup>™</sup> and a Bell Techlogix developed custom Work Order Application, field service workers receive work orders, scan and repair assets and utilize signature capture for verification. Pictures can be taken to record damaged or unidentifiable assets. All data is stored and uploaded to back-end systems to ensure asset tracking and management.

### Results

This solution has reduced the costs of service delivery, decreased time to complete jobs, made workers more productive, provided better levels of service to clients all while increasing employee and end-user satisfaction. Management has increased visibility, field service workers have improved productivity and executives have better bottom line results.