



# Field Service – Mobile Development

## OVERVIEW

Client is a manufacturer of factory machinery for the composite industry.

## CHALLENGES

- Primary need was to reduce back office support for technicians and improve turnaround time
- HVAC technicians on the field need information about their site
- Need information from Salesforce on their mobile device for
  - Assets installed
  - Service call history
  - Previous resolutions
  - Purchase order
  - Inventory/ Catalog view

## SOLUTION

- We had developed an iPad solution which could work offline as well.
- The solution interface was designed to be easy to navigate and informative.
- The business modules of the interface were
  - Site and Account info
  - Detail Asset information
  - Inventory information
  - Case and service history
  - Report submission
  - Follow up
  - Calendar and Timesheet entry

