



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

