

Case Study: Mobile Extension to support Field Engineers



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Transform Forward, Faster

Description on Client Vertical

60% of the Client's revenue is generated from the After-Sale service. Client provides best in class hardware solutions to financial markets in South Africa

Business Problems

Company was frequently reporting mismanagement of inventory leading to losses and was unable to track their field reps & assigned order statuses

- ❖ Unable to trace field sales engineers
- ❖ No real time solution available to track the progress of the Service order
- ❖ Year-end inventory consolidation reported huge mismatch in system & actual inventory of spares
- ❖ Spares inventory was forecasted manually
- ❖ Looking for a cost effective solution with limited Budget

Solution Approach

Major reasons for mismanagement were the non-availability of integrated Mobility solution to track the Field Engineers

- ❖ Secured & Integrated Mobility solution with Google Geolocation tracking
- ❖ All real-time engineer's mobile updates on the service request to be synced with the Enterprise server
- ❖ Sync Real time Consumption of spares inventory by Field Engineers with enterprise
- ❖ Web interface for the customers to track regularly the real status of the logged service call
- ❖ Outsourced assembling operation – Inventory tracking & Costing
- ❖ Increase in the frequency of the cycle counting

Business Outcome

- ❖ Closed Loop control system between Customer – Spares - Engineer - Customer
- ❖ Seamless auto-update of data between the stake holders.
- ❖ Satisfied Stakeholders – Customer, Engineers, Spares store manager, Finance
- ❖ Low cost enablement of the solution – Open source mobile platform was developed
- ❖ Service analytics – increase in productivity.

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Why SAILOTECH

- ❖ Vast experience in building cross-platform web apps
- ❖ Proven full stack expertise in Apps, Tech, and HW
- ❖ Packaged enterprise mobility services & solutions
- ❖ One of the largest North American Oracle-only implementers
- ❖ Closely aligned with Oracle's technology roadmap