

Business Scenario - Mobile Solution



Inkē
Technologies

Customer

Residential Services
Contractor

Project

Streamline job assignments to technicians.
Reduce technician paperwork. Simplify
communication with field and office staff.

End User

Field Technicians
Dispatch Coordinator

Scenario

A local residential services contractor with 15 technicians and 5 office staff endured problems with communication, work efficiency and mountains of paper work. They also relied heavily on Microsoft Excel to keep track of new and completed jobs maintained by a single employee.

Communicating job changes, company news and new opportunities to technicians also presented a challenge. The owner has plans to expand into new markets but current processes lack the efficiency and simplification to make those plans a success.

Solution

- Identified and evaluated a cost effective tool that could be customized for the unique challenge at hand.
- Deployed a mobile solution that leveraged the power of the cloud for real-time information sharing.
- Simple user interface with relevant information technicians need such as graphical routes to jobs, listing of work queue with relevant customer information, easy communication with the back office and other techs.
- Desktop interface for the back office to send and receive real-time job changes.
- Eliminated paper forms in the field and back office and replaced them with digital forms backed up in the cloud.