



"Knowing where my engineers are has significantly reduced our customer response times".

Matt Evans, Project Manager

Accelerating the Exchange of Business Critical Information using Mobile Workflow

The Situation

The Aquatic Design Centre has been designing, building and maintaining fish tanks for over 15 years and are a leading Aquarium Design and Installation Company.

With more than 40 field based engineers it was taking two employees more than a day to organise each of the engineer's weekly work schedule and they had no way of monitoring progress in the field or tracking the engineers.

In addition to this their mobile communication costs were increasing month on month.

The Solution

Mobile5 met with Aquatic Design's Company Secretary and Operations Manager to understand their business needs and quickly gained a good understanding of the challenges facing the Company and the impact these had on their business.

Working in partnership with a third party software development company, Mobile5 implemented a mobile workflow solution. This providing Aquatic Design with automated job scheduling, electronic signature capture and the ability to track their engineers, so they could quickly allocate jobs to the nearest engineer in the field.

The Impact

- Saving of two working days a week, previously spent working manually on weekly job schedules.
- Electronic signature capture provided much needed evidence of the work completed on site.
- Time Stamping provided Aquatic Design with information detailing when the engineer started and completed each job so new jobs could be allocated quickly and efficiently.
- Vehicle tracking allowed the business to assign new jobs to the closest engineer in the field and significantly reduce customer response times.
- 46% saving on mobile phone bills which meant Aquatic Design could implement the mobile workflow solution without increasing their current monthly mobile costs.

Highlights

- 23% increase in productivity
- Automatic job scheduling
- Electronic signature capture
- Vehicle tracking
- 46% saving on mobile costs

"At first we were concerned about changing the way we worked, however the solution implemented by Mobile5 has significantly improved our internal processes. We now have more time to dedicate to other areas of the business."

Julian Woof, Company Secretary

"I was shocked by how much Mobile5 saved from our mobile phone bills. We have had the same Account Manager since the start of our contract and he really understands our business."

Mandy McCarthy, Operations Manager

To discuss your communication requirements, please contact;

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