

CASE STUDY

INFOMILL IMPROVES HEATEAM ENGINEERS' EFFICIENCY AND CUSTOMER SERVICE WITH MOTOROLA MOBILITY SOLUTION



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BDR THERMEA HEATEAM

BDR Thermea is a world leading manufacturer and distributor of innovative heating and hot water systems and services, operating in a market worth over €16 billion of annual sales. heateam is the UK service division of BDR Thermea, and provides aftersales support for all Baxi, Potterton, Main, Valor and Heatrae Sadia products. All heateam engineers are highly trained and specialise in specific products. The business is based in Warwick and has around 250 engineers offering national coverage.

CUSTOMER PROFILE

Company

- BDR Thermea heateam
- UK

Industry

- Energy

Motorola products

- MC 75 rugged handheld computers

Software / Applications

- Infomill PartsArena is a parts ordering software solution that provides mobile and web access to diverse sources of technical information

Partner

- Infomill

heateam

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“We wanted a solution that could help our field engineers to work more efficiently at customer sites. So we turned to Infomill who developed a mobile system, based on Motorola MC75 handhelds and Infomill’s ‘PartsArena’ software solution. This gives our engineers all the detailed information they need at their fingertips so they can quickly identify the parts they need. They can also link directly into our office systems to check both stock availability and their diaries, and book appointments whilst with the customer. This has saved phone calls into the office involving office staff looking up and raising orders - all this happens automatically now. In addition our engineers can now use their mobile handhelds to take photos on-site of any malfunctioning equipment, and take sound recordings of product noises, sending them all back in real time.”

David Acock

National Operations Manager, heateam

CHALLENGE

The field engineers and help desk specialists at BDR Thermea’s heateam, a leading UK provider of heating maintenance, repairs and warranties, needed to access a range of information sources whenever they visited customers to service their gas equipment. This information included boiler schematics, CD resources, PDF files, technical manuals and detailed parts information while engineers often needed to call back to the office for assistance in ordering components. To streamline parts ordering and maintenance processes, the business decided that a mobile computing solution was required to provide engineers with accurate and comprehensive data to help them improve customer service.

SOLUTION

heateam elected to work with technical content and services specialist Infomill to implement its mobile parts identification solution ‘PartsArena’. heateam chose Infomill because of its deep expertise in technical content and the fact that it works with all of the major energy service companies in the UK. As part of the solution, heateam deployed Motorola MC75 rugged handheld computers for its field engineers. “We chose the Motorola MC75 because it offered a range of capabilities including scanning, a camera and audio recording,” says David Acock, National Operations Manager, heateam.

Infomill collated heateam’s diverse sources of data and created a database that could be accessed by each of the Motorola MC75 handsets, and available via the web for the helpdesk team and customers. Stephen Wilshaw, Business Development Director at Infomill, says, “Our parts identification solution takes all of the technical documentation that an engineer needs and

creates a full and comprehensive data set that is very intuitive to access by the MC75.” He adds that engineers are able to view detailed diagrams on their mobile computers, with exploded views linked to individual part numbers. This makes it easy to identify the right components quickly.

As part of the solution, heateam’s software partner Cognito provided software integration, and job scheduling software to enable engineers to book further visits from site, saving them valuable time.

BUSINESS VALUE

The mobile computing solution makes customer visits more successful for heateam’s engineers as they have all the information they need whilst on site. This ensures that parts can be quickly located and ordered. Before, they had to go to multiple sources for information, which included phoning the helpdesk to check manuals, diagrams, CDs and parts libraries. This process held the risk of accidentally identifying the wrong part, as well as transcription errors at the helpdesk.

Now, because they have more information available, field engineers can work more quickly and be more responsive to customers, with the option to book follow-up appointments. They are also more accurate in diagnosis and records are automatically updated in the back office to save administration time.

The new solution makes parts usage far more accurate and efficient for heateam’s engineers, who benefit from having the information they need on a rugged mobile device. Ultimately, the mobile solution has reduced the cost of visits for the business by improving the rate of first-time fixes. This, in turn, provides a higher quality of service to customers.

Application(s)

- **Integration:**
The mobile solution links the handheld computers wirelessly back to office systems and databases including stock and ordering and job scheduling
- **Parts identification:**
Infomill’s PartsArena application enables engineers to identify parts and check stock availability on the company’s back-end office systems
- **Job scheduling system:**
The mobile solution includes Cognito’s mobile job scheduling and booking facility, allowing engineers to book future visits whilst still with the customer, saving them valuable time
- **Mobile tools:**
The Motorola MC75 handsets incorporate cameras and sound that allow engineers to record images and product noises for analysis purposes

Benefits

- **Improved Efficiency:**
Giving heateam’s engineers mobile access to technical data has improved their efficiency whilst out on customer visits
- **Greater first-time fixes:**
Comprehensive and speedy mobile access to technical parts data and availability has improved the company’s rate of achieving first-time heating equipment fixes
- **Enhanced Service:**
New and experienced engineers alike are able to access detailed engineering specifications and parts information, and offer customers a high-quality service
- **Up to date technology:**
The Motorola MC75 rugged handsets feature the latest technology, including mobile wireless access to back-end data, barcode scanning, camera and sound recording

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Infomill

Since its foundation in 1996, Infomill has become one of the world's leading technical content and services companies. The company now has offices in the USA and UK and works with some of the world's leading names in aerospace, HVAC, materials handling and many other industries. The Infomill team is highly experienced, with the average employee holding nearly 20 years of experience in delivering quality technical information solutions used in Maintenance, Repair and Overhaul (MRO).

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For more information on how Motorola's MC75 can improve the efficiency and productivity of your field teams please visit us on the web at www.motorolasolutions.com or access our global contact directory at www.motorola.com/enterprisemobility/contactus

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