



Greater productivity from Euro Safety Glass windscreen repair technicians

FACTS

Customer: Euro Safety Glass Limited

Challenge: Improve the efficiency and timeliness of the windscreen repair / replacement process.

Solution: Digital pens, digital paper forms and mobile phones are used to deliver the solution. The data collected by the digital pens is routed via a mobile phone to inphoActive's office cloud service. From there the forms and data are directed to ESG for analysis and reporting.

Benefits: The key benefit for the company is the speed that job completion information can be relayed back to head office.

This includes a detailed audit trail and a customer signature which provides proof of service delivery.

Job sheets are sent back to head office automatically when complete which means invoices are sent out in a timely manner.

"Digital pen technology provides us with the ability to process our Daily Job Sheet process more efficiently. Job sheets are processed in real time which allows invoicing to be carried out as soon as a job is complete which is a critical part of our business."

Stephen Ferguson ESG Ltd.

Background

ESG is one of the UK's leading vehicle glass repair and replacement companies serving their customers 24 hours a day, 7 days a week, 365 days a year. Their mobile technicians can come to your home, your work or wherever you're located. You can relax in the knowledge that all ESG workmanship is guaranteed for as long as you own the vehicle. What's more, as one of the UK's leading vehicle glass repair and replacement companies, ESG have strong relationships with most of the UK's major insurance companies enabling them to take care of your insurance claim.

ESG believed that they could increase the efficiency of their windscreen repair and replacement service by employing new and innovative mobile technology. Their main objectives were to:-

- Increase the timeliness of information coming back to head office from location
- Provide a better proof of delivery with a sound audit trail
- Improve the efficiency of the job allocation process for repair technicians thereby enhancing customer service

Solution

inphoActive provided a mobile data solution via a cloud based hosted service. ESG Repair Technicians were given a digital pen, specially designed digital forms and a mobile phone. They record the details of the job on the form using the digital pen. Then via Bluetooth an image of the signed job form is sent to inphoActive's cloud based service. From there ESG can access their information at any time.

Business Benefits

Quicker confirmation from the repair technicians that jobs have been completed

Electronic signatures from customers confirm proof of delivery and ensure there are no issues around job completion

Faster job allocation from head office means customer repairs can be carried out more quickly and efficiently

Jobs that are confirmed as complete by the customer can then be billed

For more information on field service applications please contact inphoActive. See details below.

