

TechDispatch™ USES RHOMOBILE TO TAKE THE WORK OUT OF WORKFORCE MANAGEMENT



Customer

Thompson Electric Company
Sioux City, Omaha, Sioux Falls

Industry

Electrical design and
construction services



Enterprise Mobility Solutions

Partner

Kutir Mobility
Headquarters in Newark, CA
with operations in the US,
Spain and India

Application

TechDispatch™ built with
RhoMobile for mobile
field service – work order
management, technician;
customization available



Thompson Electric Relies On The APP To Drive Efficiency, From Field to Back-End

In northeastern Nebraska, Kutir Mobility, a RhoMobile solutions partner with Zebra Technologies, is electrifying the community. Its customizable mobile workforce application, TechDispatch, is so effective, it has given their client, Thompson Electric Company, the proficiencies they need to serve a major customer.

Thompson Electric is the first in the state to deploy TechDispatch, a cloud-based app built on the RhoMobile platform that combines four high-level business functions in one: field service dispatch, work ticket management, route creation and route optimization.

According to G.L. Kluttz, Vice President of Business Development at Kutir Mobility, “The professionals at Thompson Electric tell us that TechDispatch helps them manage their field force more efficiently with greater productivity. Not only does it give them a competitive advantage, but their customer is so pleased, the contract has been renewed.”





THE CHALLENGE

FIND SOFTWARE THAT CLICKS WITH SPECIFIC WORK PROCESSES

Thompson Electric is making over 10,000 service calls annually for a large, Omaha-based company. As part of the assignment, they must report specific serial numbers back to the company each day, among other protocols.

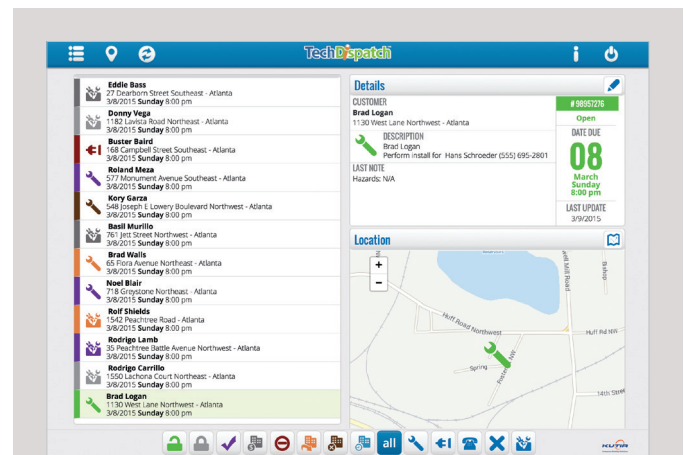
Pat Smith, Service Manager at Thompson Electric, recalls the challenges they had to overcome. “When we first started making service calls, we used a paper atlas and did all our sorting manually. Then we tried routing software intended for trash collection. It was the only solution we could find that would handle the volume. When it came to reporting, it definitely had problems. Even worse, the developer was not willing to make changes.”

“We have virtually eliminated the need to return to a site because of lost data. TechDispatch has played a significant role in improving our efficiency and productivity.” – Pat Smith, Service Manager, Thompson Electric Company

THE SOLUTION

TECHDISPATCH MAKES REPORTING AND ROUTING EASY AND ERROR-PROOF

After looking at different offerings, none of which fit their mobile data needs, Pat Smith learned about Kutir Mobility’s flexible application. TechDispatch provides synchronization with mobile devices and the back end – critical for field workers who are off-line or in areas with spotty cellular coverage.



TECHDISPATCH STANDS OUT IN THE FIELD

- Built on the flexible, expandable RhoMobile cross-platform
- Architected to fit the language and workflow of end users
- Easily modified for changes in business processes
- Works off-line and synchronizes data when on-line
- Use on any operating system or device supported by RhoMobile

SUCCESS STORIES

TECHDISPATCH™ BUILT ON RHOMOBILE

Each morning, Thompson Electric receives new orders from its customer. TechDispatch routes them geographically, organizes, divides and sends them to each mobile worker's iPad. Coupled with a Bluetooth® bar code scanner, the app records each serial number, all comments, and even photos. It enables dispatch to track each technician, see service completions, customer signatures, notes, billing and more.

“Before TechDispatch, our mobile workers made three to four calls a day. Now they handle hundreds of stops,” says Smith. “TechDispatch has reduced our workloads and misinterpretations. On the clerical and reporting side, we have minimal handling of data. It's as close to automatic and error-proof as it gets.”

THE BENEFITS

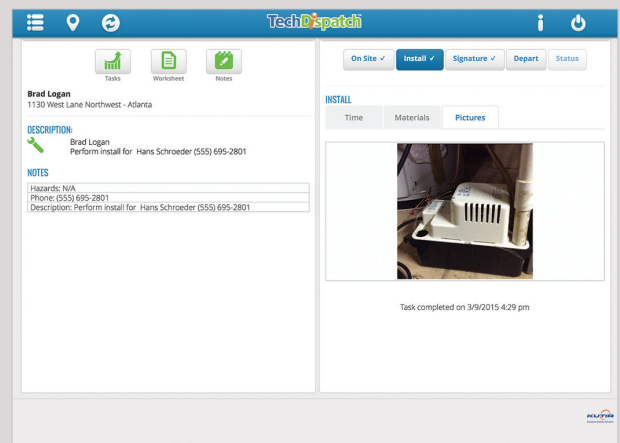
HUGE GAINS IN EFFICIENCY AND PRODUCTIVITY

With thousands of service calls per year, the volume of data and metrics Thompson Electric must generate for its customer is substantial. Beyond ease of reporting, the company has optimized and accelerated route creation. “It used to take more than an 8-hour business day to route thousands of stops. Now cycle time is dramatically reduced,” says Pat Smith.

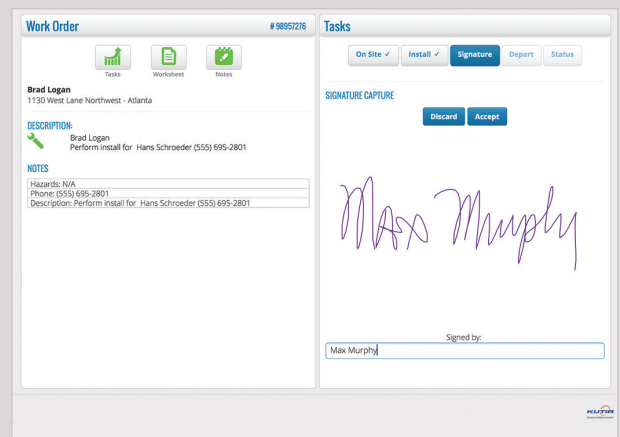


TechDispatch has also expedited the overall schedule. “I received an email from my client saying we reached our 10,000 goal. This was several months ahead of the completion date, and she was very pleased. TechDispatch has given us the edge in maximizing our profits, too. Our overhead, fuel and labor costs have all gone down. It's made a significant difference.”

“Much of application development can be painstaking, but the commitment by the software team has been exceptional,” adds Smith. “They've found solutions for every challenge and refined TechDispatch to fit our specific needs. The experience has been so positive, we couldn't be happier.”



Customize and streamline discrete tasks, including photos, to the business work flow



On-screen signature capture to acknowledge work performed

SUCCESS STORIES

TECHDISPATCH™ BUILT ON RHOMOBILE



RHOMOBILE SUITE

A powerful set of development tools to help businesses mobilize their workers regardless of technology. Write, integrate, host, and manage apps running across platforms such as iOS, Android, legacy Windows, Windows 8, and systems that don't exist yet. Components include:

Rhodes

Open source, cross-platform framework that supports standard technologies to rapidly build native apps for all major smartphone operating systems.

RhoElements

Value-added framework features for developing mobile cross-platform enterprise apps. Supports all device types, including mobile computers, smartphones, tablets, kiosks, laptops and desktops.

RhoStudio

One-tool simplicity for quickly developing, debugging and testing a cross-platform app. Separates business logic from the user interface. Build and manage enterprise transactional data.

RhoGallery

Enterprise app store for deploying, managing and securing mobile apps. Create an invitation-only store and let users download all appropriate apps with the click of a single link in email.

RhoConnect

Mobile application and integration server for easy back-end system integration and synchronization.

RhoHub

Hosted services for mobile application development. Compiles hosted build applications in the cloud. Host a RhoConnect server to simplify operations and provide mobile app management with RhoGallery.

For developer support and forums please visit the Launchpad Developer Community: <https://developer.zebra.com/community/rhmobile-suite>

**TO BUILD AN APPLICATION TO TAKE THE WORK OUT OF WORKFORCE MANAGEMENT,
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