MOBILEFRAME®

Phoenix Recycling Goes Paperless

It might seem odd that a company that recycles over 600 tons of paper every month would want to see a paperless office. The trouble with paper isn't just its environmental footprint; it is also inefficient at moving information and has a high cost of handling. Phoenix Recycling started with the following goals:

- Eliminate the double handling of information
- Collect and make available all the information it could
- Reduce the amount of paper it produced by 85%
- Eliminate 85% of its postage costs
- Increase operational efficiencies
- Unburden employees from meaningless tasks
- Be the leader in its field
- Increase value to its customers

Phoenix Recycling faced a mountain of paper to move

Phoenix Recycling had several processes that were generating prodigious amounts of paper. Each time a driver finished a call, they produced a receipt for the customer and a copy for Phoenix Recycling. This alone was generating over 85,000 sheets of paper every year. A large percentage of Phoenix's business is billed monthly and that generated an additional 20,000 sheets of paper yearly, most of which was enveloped and stamped.

Although Phoenix had previously implemented paperless electronic billing with reasonable ease, eliminating its paper-based receipts proved to be much harder. Each receipt collected several key pieces of information; customer signature, description of materials picked up, additional services, and gave Phoenix's drivers detailed information on what equipment was to be serviced. Phoenix knew that they wanted to collect this information electronically but finding software to do everything they needed was very difficult. Phoenix wanted one platform that could collect field data on the service work they were performing, scan barcodes in the field, display data to their drivers, capture digital signatures, email a receipt to the customer, and send information seamlessly back to their business system.

After years of searching, Phoenix found the solution with MobileFrame

The company searched for a solution for close to a decade but could only find apps that weren't easily customized, were too expensive and took too long to develop. Phoenix Recycling selected MobileFrame's mobile application platform and have now deployed the perfect solution for their needs. Today MobileFrame's field service application runs on Motorola MC65 rugged handheld computers and it is seamlessly integrated to their business system so that everyone involved has up to the minute insight into field activities.

Phoenix Recycling has now eliminated all the paperwork associated with its field service work and customers now receive an emailed report with detailed information about every pickup. The database is instantly updated with the status of every pickup, how full containers are, how long drivers are on site, instant notice of any delays or service problems and a host of other metrics that make training new drivers easier, and Phoenix's business more efficient.

The project accomplished the following:

- Eliminated over 2 hours per day of clerical work and 1 hour per day of dispatcher time
- Decreased the distance trucks traveled by over 15%
- Decreased the percentage of windshield time to service time
- Made available 18 minutes more billable time per truck per day
- Increased driver accountability
- Eliminated missed equipment return visits
- Eliminated over 85,000 sheets of paper

Phoenix now provides comprehensive data to their customers, which has allowed them to optimize their shredding and recycling programs. In the end, their investment was worth every penny and hour invested. Phoenix Recycling continues to grow without increasing its administration costs and sells additional work without adding trucks.

MobileFrame is the leading mobile ERP platform in the market that enables customers to deploy native, web or hybrid applications across iOS, Android and Windows operating systems. Powered by MobileFrame's patented, code free "write once, deploy anywhere" mobile ERP platform approach, enterprises can design, build, configure, test and manage custom apps across the enterprise from a single solution with no coding required. Every feature required for a successful enterprise class deployment is built-in, including mobile application development, device management, military grade security, project administration and GPS tracking. MobileFrame also provides a suite of ready-to-run apps for every industry that can be easily tailored to meet any requirement.

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