



Raymond Handling

“MobileFrame’s software is an incredibly powerful and innovative solution. The benefits of MobileFrame’s solution allows us to service more customers per day and to provide better service to our customers.”

- Steve Raymond, CEO of Raymond Handling Concepts Corp.

INDUSTRY:

Field Service

PRODUCT:

MobileFrame Business Suite™

APPLICATIONS:

- Field Sales Automation
- Mobile Data Collection
- Repair Orders
- Maintenance Work Orders
- Installation Reports
- Time Tracking

MOBILE DEVICES:

Any .NET enabled device

- Pocket PC
- Laptop
- Tablet PC



CLIENT

Raymond Handling Concepts Corporation acquired Intermec’s mobile computers and MobileFrame’s software to automate all of its field data collection processes.

BUSINESS ISSUES

Raymond Handling has a field service team of 75 technicians who are responsible for installations and repairs of their fork truck lifts. The technicians collected field data about the jobs they were doing at customer sites and needed a way to eliminate the mounds of paperwork that their manual processes required. Before they implemented MobileFrame’s solution, the technicians generated over 90,000 paper forms each year for their Repair Order alone. A staff of 5 full time people were required to manually enter the data into their backend system, which was an error-prone, expensive and time consuming process. Because of this manual data entry process, it previously took 2 weeks to generate an invoice to the customer.

MOBILEFRAME SOLUTION

When Raymond Handling equipped their technicians with Intermec 761 ruggedized mobile computers running MobileFrame Business Suite software, they immediately obtained the following benefits:

- Increased workforce productivity by reducing required paperwork
- Increased data accuracy by eliminating duplicate data entry
- Reduced clerical data entry costs
- Automated work scheduling and assignments
- Significantly reduced accounts receivable lag time

MobileFrame’s Business Suite, a fully self-contained solution, provides a configurable mobile application platform that delivers full functionality out-of-the-box, with no custom programming, no third party mobile gateways, synchronization engines or SDK’s required. MobileFrame’s software allows Raymond Handling to capture photographs, voice notes, documents, templates, logos, sketches, digital signatures, bar code scans, and execute advanced algorithmic functions in the field, attach them directly into their workflow, and print customer receipts in the field.

One of the key benefits of MobileFrame’s software is its ability to create entirely new mobile applications for deployment to different departments on-the-fly using point and click features, without the need for custom programming. MobileFrame’s Smart Architecture integrates intelligent networking with a thick client so that mobile workers always have complete workflow available to them whether or not network connectivity is continuously available.