

Fairchild Equipment Mobilizes Field Service

The Business Process Challenge

Fairchild Equipment is a Yale Lift Truck Material Handling and a JCB Construction Equipment dealer serving Minnesota, Wisconsin and Upper Michigan. Fairchild has won the Yale Dealer of Excellence Award 19 out of 20 years and is well known throughout the industry for providing high levels of customer service.



To keep up their winning track record, Fairchild's management team evaluated their entire field service workflow and targeted areas for process improvement. They knew that increasing productivity would have a significant impact to the bottom line, so their first goal was to eliminate the mounds of paperwork the technicians were required to complete every day. Missing paperwork, inaccurate data, excessive manual data entry costs and delays in invoicing were just a few problems they wanted to correct with the right mobile technology. And, they wanted to provide both the office and the field with real-time data so they could make informed decisions on the spot.

The Solution

The project team wanted an industry specific, turnkey solution customized to their requirements and it had to be fully integrated to their business systems. They defined the goals of the project, which included:

- ✓ Streamlining operational efficiencies
- ✓ Improving data accuracy
- ✓ Increasing cash flow
- ✓ Eliminating manual data entry
- ✓ Increasing billable hours

After a thorough evaluation of the mobile software in the market, Fairchild selected MobileFrame's code-free mobile ERP platform because of its ease of use and experience in the industry. MobileFrame's software allows companies to deploy any application to any department with no programming required and can be deployed across iOS, Android and Windows operating systems. Everything is included for a successful deployment, including mobile device management, military grade security and a fail proof sync engine.

Productivity Boosted by over 70%

Fairchild Equipment has completely revamped their business operations by implementing MobileFrame's cutting edge mobile technology. Instead of printing out stacks of paper every day, work orders are dispatched wirelessly to each technician's tablet as they get assigned. The technician can now review the service history and make sure the right parts are stocked on the truck for the job before he arrives on site so he can do the job right the first time.

To learn more about the MobileFrame Platform, visit www.MobileFrame.com

The field force can view electronic safety manuals and parts catalogs, take photos of damage and embed the customer’s electronic signature in the work order record for future use. Instead of wasting time scanning and emailing paper forms back to the office every day, the technicians simply syncs the data from the device to the office where a summary report is automatically emailed to the customer. Management has instant access to the daily work activity in real-time, which allows them to make more informed decisions quickly.

- ✓ 70% reduction in data entry costs alone
- ✓ Near perfect data accuracy
- ✓ Invoicing completed within a day instead of 3 week lag time
- ✓ Significant cash flow improvement
- ✓ Technicians spend more time on billable work instead of paperwork

What’s Next?

Automating the field service processes by was just the first step in Fairchild Equipment’s evolution. The team has set their sights on expanding the use of MobileFrame’s software into their cartage and rental departments in the coming months.

“MobileFrame is committed to helping our customers transform their businesses with the power that our software delivers” said Patricia Oswalt, EVP of Sales & Marketing, MobileFrame. “Fairchild Equipment has successfully implemented a mobile technology strategy that has boosted their business and it’s exciting to be a part of it. We look forward to their continued success as they extend our software across their entire enterprise.”



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.

For more info, please visit www.MobileFrame.com. Or follow us on Facebook, Twitter & LinkedIn.

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