

# Raymond Handling Concepts Corporation

For over 25 years, Raymond Handling Concepts Corporation has provided high-density storage, order-picking systems and associated services to companies engaged in warehousing and distribution as well as material handling of all kinds. They're known for their material handling expertise, world class forklifts, industry leading service, and their high level of integrity and fairness in dealings with customers, suppliers, employees and the community.



## The Business Process Challenge

Even though Raymond Handling sells and services lift trucks that make it easy to pick up heavy loads, their own service technicians struggled to get out from under a heavy paperwork burden. Raymond Handling's techs are responsible for installations and repairs of their fork lift trucks at customer sites. The team used paper forms to collect data about each job, which resulted in mounds of paperwork that was generated every day. In fact, the technicians generated well over 150,000 multi-part paper forms per year for their repair orders alone and this was just one of their forms. To compound the problem further, busy technicians didn't have time to return the completed forms for several days after the work was performed. Once they did, five clerks manually entered the data into their business systems, which was an error-prone, expensive and time consuming process. The process took over two weeks, so customer invoices would also be delayed for at least that long. This laborious process caused delays in receiving revenue, which impacted the company's bottom line.

## MobileFrame Successfully Deployed For Over 12 Years

When the Raymond team made the decision to go paperless over 12 years ago, they conducted a thorough investigation of every mobile solution provider in the market. They considered custom coding and prepackaged apps, but both options were too expensive. In the end, they selected MobileFrame's solution because of its ease of use and their write once, deploy anywhere approach.

*"Our technicians are very good at what they do, but they're not very good at paperwork," said Raymond Handling Concepts President, Steve Raymond. "When we talked to them about using mobile software, the techs were excited because they'd be able to complete another service call per day. MobileFrame's software is designed so we can easily support it and make changes to our apps as business demands it. For some of our other systems, we have to call the vendor every time we want a change, which usually takes three months and costs over \$7,000 every time. MobileFrame's solution allows us to make changes in just minutes and at no charge to us," Raymond said.*

To learn more about the MobileFrame Platform, visit [www.MobileFrame.com](http://www.MobileFrame.com)

One of the key benefits of MobileFrame's software is the ability to create entirely new mobile apps for any department with any requirement, with no custom programming required. MobileFrame offers both native functionality for offline access along with a thin client option for customer or management portals and the leadership team knew that they could run their business much more efficiently by combining both approaches. And, the same app can be deployed to iOS, Windows and Android without forcing the customer to maintain three different code bases.

## The Results

Raymond Handling saw immediate benefits after deploying their initial work order app. The ROI achieved ensured that the software paid for itself within only a few months and this innovative approach to mobility 12 years and running continues to keep them miles ahead of the competition. Some real world examples of the benefits include:

- 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

The company has now deployed many other apps to eliminate more manual processes including start-of-day truck inspections, parts tracking, accident reports, timekeeping and warehouse management. As customer requirements change, the team has updated their applications as needed quickly and has never needed to pay for a change. Deploying mobile apps across the enterprise has streamlined the company's operations, increased efficiencies and improved employee satisfaction ratings all at the same time. Raymond Handling was one of the earliest adopters of mobile technology in the material handling industry and they continue to be an innovation leader.

