

ROI SHOWCASE

National Filter Service

DEXTERRA CASE STUDY

National Filter Service

Headquarters: Fork Union, Va.

Line of Business: Air conditioning filter services

Forward Thinking

Making the leap from paper-based processes to automation can be a daunting challenge. When forward-thinking National Filter Service (NFS) decided it was time to make the leap, they chose the combination of Dexterra Field Service and PEAK Technologies' expertise to ensure success. NFS, based in Fork Union, Va., is the leading provider of air conditioning filter services to retail and industrial businesses with over 13,000 customers.

Previously in a typical NFS service stop, the driver arrived at a customer's location, performed service as needed, and took written notes. With routes lasting 14 days, the billing department received paperwork for the entire route only after the driver returned. This created fluctuating demands on resources. Additionally, frequent paperwork errors often lead to customer questions and billing disputes, requiring NFS technicians to spend hours helping to solve these issues.

Automatic Results

Dexterra, working with PEAK Technologies, the leading supplier of rugged hardware, provided a solution that utilized the Dexterra Field Service application with the Intermec 740 barcode scanning handheld. NFS technicians are



now able to scan the barcode inside the unit, automatically indicating they provided the service at the appropriate location.

The greatest impact for the company was the time to value. Using Dexterra and PEAK Technologies, NFS realized its investment in just five months. Efficiency has increased 27 percent, allowing NFS to expand its customer base without increasing costs.

NFS technicians can perform their

tasks more efficiently. Paperwork accuracy is substantially improved since all necessary customer data is stored on the handheld device. With the barcode scanning capability, it is also verifiable. Regular data inputs from the field provide fewer errors in reporting. This also translates into regular data flow to NFS back-office staff. Additionally, billing is reduced from a typical 21-day cycle to a 2-day cycle.

"This is the culmination of five years of searching for the right technology and processes to support the future of our business," says NFS CEO Chris Fairchild. "As we expand both in North America and internationally, this platform allows us to manage our business from one central location and maintain the quality of service our customers have become accustomed to."



Dexterra

The Mobile Enterprise

CONTACT INFORMATION:

Dexterra, Inc.

21540 30th Drive SE, Suite 230

Bothell, WA 98021

Contact person: Jim Knoblich

(425) 939-3154

jknoblich@dexterra.com

www.dexterra.com

www.mobile1000.com