

ROI SHOWCASE

Field Service Workforce Availability

WIRELESS MATRIX/AGENTEK, INC. CASE STUDY

Wireless Matrix

Line of Business: Provides wireless data communications for the enterprise.

Paving the Road to Change

Wireless Matrix, a leading provider of enterprise-class wireless data communications for business-critical operations, and Agentek, a full-service system integrator, have recently combined their talents to provide total communications solutions to two distinct verticals.

Delivering the Matrix

The first is a large U.S.-based supplier of liquid commercial and consumer products, delivering products and providing repair services. Their goal was to implement a communications solution flexible enough to outfit a nationwide fleet of several thousand vehicles of varied types, and a handheld application that could provide dynamic, real-time information to maximize service technician productivity.

Wireless Matrix equips vehicles with Mobile Base Stations, providing multi-mode communications via satellite and GPRS. This communications solution offers seamless switching between cellular and satellite, plus 802.11b

wireless LAN, allowing 100 percent mobile workforce availability. In combination with Agentek's ONE TIER architecture solution, implemented on handheld I/O devices, the integrated solution provides the driver full access to information—including business rules and operational flows.

This solution has allowed this large commercial customer to consolidate dispatch and customer service for all locations into a set of uniform systems and business procedures, resulting in a more efficient workforce.

The Automated Agent

The second firm, a major manufacturer of consumer appliances, was seeking to move from a paper-based management system for field technicians to a real-time, fully integrated enterprise data system to support 800 technicians,

expanding to over 1,500 technicians in a year's time. This was made more challenging because technicians operate out of their homes, rarely returning to facility branches.

By implementing the Wireless Matrix communications solution, a technician can transmit data dynamically and receive routes via satellite or GPRS. This eliminates the need for slow dial-up modems to download these routes at home. Agentek's Field Service Application integrates the technician's handheld into the company's enterprise system, controls the business flow of operations during a service call and allows full access to customer, parts and warranty information by the technician, all of which can be verified on-site. Maps, driving directions and even credit card validation for payments are now available to the technician in real time.

Sharing ROI

The ROI for the appliance company is two-fold. Increased productivity is achieved through additional service calls and a reduction in repeat calls for the same repair order. Improved inventory management and reduction in incorrect warranty claims—which can be verified on the spot with the customer—provide additional ROI. The appliance company expects a full payback within a year of deployment.



WIRELESS
MATRIX

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