

# ROI SHOWCASE

## Toshiba Field Service Application

### Everypath Case Study

**Toshiba Field Service Application**  
Tokyo

*Toshiba, a world leader in high technology, is a diversified manufacturer and marketer of advanced electronic and electrical products, spanning information and communications equipment and systems, Internet-based solutions and services, electronic components and materials, power systems, industrial and social infrastructure systems, and household appliances.*

### Business Process Challenge

Toshiba was focused on improving the efficiency of its mobile workers conducting field service activities on heavy industrial equipment through use of mobile devices to track and update activities and search and secure maintenance parts.

### The Solution

Everypath software provides mobile task automation solution for 1,700 field service personnel, integrating with Siebel eBusiness. The application includes work order dispatch, scheduling, equipment maintenance history, online reference manuals, job costing,

order management and call reporting functionality running on handheld PDAs.

The second phase will expand to integrate Lotus Notes to add contact management functionality. Repair technicians are able to run in offline mode while working inside buildings to perform elevator repairs; they connect via wireless networks when in coverage.

The PDA solution was chosen over a laptop PC implementation due to usability issues for field repair work. PC start-up, reboot and form factor issues were overcome using a PDA-based solution that provides complete support for specific task automation requirements. The ability of the solution to integrate information from multiple data sources on multiple device types was key selection criteria.

### The Benefits

Given a field force size of 1,700, Toshiba anticipates the streamlining of business processes associated with the new solution to drive tremendous measurable impact. The primary objective of the project was to improve customer service levels. The new system reduces the number of calls required to resolve customer issues, eliminates the

need for repeat visits to the same customer location, cuts repair completion times and improves spare-parts inventory management.

The Everypath-based solution will also permit a large number of back-office support staff to be deployed to the field. The result of the redeployment will be an expansion of staff conducting billable service work, which will drive increased revenue while lowering operating expenses. Initial estimates are that up to 100 personnel will be redeployed upon completion of the project.

The combination of improved customer service, streamlined inventory management and revenue enhancement result in the new solution realizing all of its business objectives.



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