



Enabling Field Service Team with **Mobile Scheduling Solution** with eQuipMe





Challenges:

- *Inability to access data from remote locations and at any time*
- *Manual ticket management processes - prone to delays and human errors*
- *Inability to track field service technicians with GPS tracking*
- *No mobile application for field technicians to use on the go*

Solution:

- *Designed and developed a mobile field service solution for data access from anywhere, anytime*
- *Automated NHS Lift's ticket management process with integration to QuipWare ERP*
- *Enabled connecting and tracking of field service technicians by the administrative team with GPS tracking and route maps*
- *Developed and implemented a web app for dispatchers and an Android/ Windows app for field technicians*

About The Customer

MHS Lift is a nationally-recognized and award-winning material handling equipment company serving warehousing needs like equipment rentals, racking solutions, and premise optimization. Headquartered in Pennsauken, NJ, MHS Lift is recognized nationally as a material handling supplier offering equipment and warehouse optimization design services.

The Need

MHS Lift's biggest requirement was to ensure secure and quick access to data from anywhere and anytime to improve ticketing. They also wanted an integrated ticket management process with QuipWare ERP and a GPS tracking system with route maps to track their field service technicians and a mobile/web app for dispatchers and field technicians.





Results:

- *Access data from anywhere and anytime with a mobile field service solution.*
- *An automated ticket management process integrated with QuipWare ERP.*
- *GPS tracking and route maps for field service technicians*
- *Web and mobile applications for the dispatchers and field service technicians, respectively.*

Aspire's Solution in Detail

Aspire Systems, on gathering the requirements from MHS Lift, consulted with the company and developed a mobile scheduling solution with eEquipMe. Aspire Systems was able to create an automated solution for ticket management by integrating it with QuipWare ERP. We equipped the administrative team with GPS tracking and route maps so that the admin team could track the company's field service technicians. Aspire Systems also helped develop web apps for the dispatchers and the Android/ Windows app for the field service technicians.

Benefits

The new automated ticket management process ensured that employees of MHS Lift promptly managed all their raised tickets. With GPS tracking in real-time and web/mobile applications for field service technicians, this proved to a highly effective and data-powered ticketing system.



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