

CONNECTED FIELD SERVICES

Remote Engineering Application (RE App)- North West Appliance Repairs

Developed by PCCS Group

WHAT DID WE DO?

North West Appliance Repairs specialise in the repair of household appliances for leading manufacturers. All of their work is carried out by qualified, certified engineers.

One of the challenges that North West Appliance Repairs (NWAR) faced was that whilst on site engineers are required to collect a lot of information about the jobs they are attending, as well as checking that the customer's details and product serial numbers are correct. The information was captured on paper, often completed away from site, then scanned and emailed or physically taken back to the head office to be inputted into the main system. The engineer had to ensure any photos had the correct job information so it could be associated with the correct appointment.

This process delayed information getting to admin staff and/or clients, it was time consuming, required double entry and often had errors whilst the transfer of information took place. It also added extra hours to the engineer's week with admin duties.

The Remote Engineering Application not only provides the engineer with all the information they require to carry out the work on the faulty unit, but it also guides the engineer through the process ensuring no vital information is missed or incorrect.

All information captured by the engineer in the field is sent back in real time to the team at the Head Office, and automatically updates the job. Staff and Clients can immediately see the information and act swiftly on it if required, for instance putting through warranty claims, ordering spare parts or receiving estimate approvals.

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AS A RESULT



Since using the Remote Engineering Application, NWAR have been able to streamline this process and have seen a reduction in the amount of paper work the engineers have to take to appointments, whilst still having all the pertinent job information to hand.



NWAR found the information inputted by engineers was more detailed, capturing much more information that was found from using the traditional paper job sheets. All images taken are automatically tagged with job details, along with a date and time stamp for future reference. Customer & Engineer signatures for the work carried out are also electronically captured and attached to the jobs.



Due to covering a large area, many of the engineers are satellite engineers, meaning they do not travel to and from the main workshop every day.

With the RE App the engineer can simply logon and download their current days work without having to visit the office to collect job sheets or appointment runs.



Using Skyline Smart Maps in conjunction with the Remote Engineering Application means hard to find addresses are no longer a problem.

With the ability to pin point the customers exact location using Smart Maps these details are passed along with the job details to the engineer, and in built GPS Navigation directs the engineer turn by turn to the exact property.

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