

Related market : [Industrial / Manufacturing](#)

AXILOG & MP Gaz

www.axilog.com

Industry:

Industrial – maintenance, breakdown service and replacement of gas boilers and appliances

Situation / Challenges:

- Improve operations and simplify management and execution of daily responsibilities.
- Increase interactivity between representatives in the field and head office.
- Integrate a GPS module for navigational purposes.

Solution:

- DAP Technologies and Axilog designed a management system that allows staff in the field to easily gather, store and exchange maintenance information as well as transmit information electronically, or produced on the spot through an attached printer.
- Equipped field representatives with DAP's CE8640, a rugged mobile unit that stores and recalls technical data and maintenance reports.
- The ability to view documents in a variety of formats – including Microsoft Word, PowerPoint and Excel – is crucial for complex maintenance issues or preventative diagnosis situations where existing data and reports need to be accessed and reviewed from remote locations.
- The unit's real-time data transfer capabilities captures service call information and signatures instantaneously, offering greater interactivity between field users and head office. Convenient reporting functions make analyzing and breaking down service call information fast and efficient.
- An added GPS module, including localization cartography software, enables the CE8640 to provide precise geographical locations for maintenance calls and to track technicians en route. Head office uses this data to monitor and direct staff effectively.

Results:

- The durable mobile solution, designed to work under extreme environmental conditions including heat, cold, wet, shock and dust, guarantees fast, effective and comprehensive maintenance service from MP Gaz.
- With critical information available instantly, productivity in the field has increased.
- GPS solution allows MP Gaz to deploy technicians efficiently and cost-effectively.