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**Data collection solutions
for people on the move**

THE COMPANY

Established in 1984 and based in Rotherham, IBCS has grown to become the largest independent service provider for forklift batteries in the UK. To facilitate its supply of batteries, chargers and service to the entire distribution chain from OE manufacturers through forklift truck dealers to end users, the company has a team of 10 field based engineers attending customers' sites daily.

THE CHALLENGE

Keen to identify new ways of improving the efficiency of the field engineers, the company also sought new ways of adding further value for its customers. Removing paper based job sheets, delivery notes and service reports was seen as a positive move as was reducing time spent on back office accounting/finance administration activities. By adopting the pro-Forms® mobile device data capture solution all of this was possible.

THE OUTCOMES

- 7" Android tablets were provided to engineers.
- Jobs were raised and dispatched to engineers tablets by office staff using the pro-Forms® web system.
- Customer & job data held in Sage 50 was integrated directly with engineers' jobs on the tablets.
- Customers & IBCS office staff receive a copy of the completed job information within minutes with Sage 50 being automatically updated.

*same day invoicing is now a
reality thanks to pro-Forms®*



Developer



CASE STUDY

FORKLIFT TRUCK ENGINEERING

KEEP BUSINESS MOVING

IBCS

TEL: 0845 208 8748
WWW.IBCS.CO.UK

Industrial Battery &
Charger Services Ltd

KEY BENEFITS

- Administration time & costs of 6,000 jobs per year have been slashed.
- Added value to Customers who now receive an electronic record of each completed job with photographs and signatures within minutes.
- Better, more accurate communication of job Information between office & engineers.
- Delays in completed job information reaching Sage 50 have been removed so invoicing can now take place the same day as job completion so improving cash flow.



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