

BlackBerry Case Study - Construction



Success On BlackBerry

Industry: Construction

Region: Americas

Company Size: Medium Enterprise – 300 employees

Email Environment: IBM® Lotus® Domino®

Type of Solution: Field Service, CRM & Dispatch Operations

AIS Construction Equipment (AIS)

“A lot of our customers are not at the site where the work is being done, so it helps that we can provide an accurate record of a technician’s time and activities to explain the invoice, if we need to.”

~ Jon Hoffman, General Service Manager, AIS Construction Equipment

Company

AIS Construction Equipment (AIS) is a heavy construction equipment dealership that sells, rents and repairs machinery.

Challenge

Automate work orders completed by service technicians who repair heavy equipment to accelerate the billing cycle, follow up on sales leads and improve customer service.

Solution

Working with their partner, Visible Asset, AIS gave their 50 field service technicians an application for their BlackBerry® smartphones that changed a paper-based work order system to an automated one.

AIS’s Results

- Fewer phone calls, less paperwork and reduced administrative effort to process a work order
- Accelerated billing cycles
- Better customer service and the ability to follow up on more sales leads
- More detailed information and better records to help improve business processes

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