

Case Study: AE Smith

Background

AE Smith deploys well over a hundred field technicians performing equipment and building maintenance and services. In order to maintain the highest levels of safety in their work environment, each technician is required to perform a safety evaluation checklist to ensure correct certification and safety procedures can be satisfied prior to work commencement. In many instances, technicians are away on site for many days or even weeks at a time and thus ensuring they have the most up-to-date checklists, access to new training procedures or policies and so forth becomes quite a challenge.

AE Smith therefore sought a solution to compliment their existing mobile task scheduling product to provide the necessary audits and checklists their rigorous safety procedures demanded.



Solutions were required to:

- co-exist with the existing mobile task scheduling application;
- not burden users with unnecessary data entry;
- provide audit (timestamp and GPS location) of all activities;
- indicate connection status of mobile devices;
- view device performance data such as memory, battery and screen activity;
- broadcast real-time messages to individuals or workgroups;
- push real-time documents such as forms and manuals;
- update devices remotely with firmware images and other application updates and patches;
- perform simple remote diagnostics of devices to minimise downtime caused by user errors or misunderstandings;
- be cost effective due to number of licenses required;
- allow future customisations to cater for changes in procedures and safety regulations.

Solution

SSIM is a light weight component that runs unobtrusively behind other mobile applications. It provides automatic device registration and staging to a central server and monitors all device activities remotely. It seamlessly handles all communications to and from the device using the device's 3G capabilities.

SSIM Console is used by IT staff to manage devices, users and device diagnostics. It is also used to manage the safety checklists, providing question and answer results with full timestamping, GPS locationing and data auditing, ready for export to external reporting applications.

SSIM provides all this in a totally secure environment as a hosted service, leaving AE Smith to do what they do best!

Benefits

SSIM provided AE Smith with a very cost effective solution that not only was capable of fulfilling all the requirements in one simple to use and deploy package, but at a cost well below expectations. And best of all, AE Smith recognised that even with all these features and benefits, there was still plenty of functionality and untapped features in SSIM for the future!