![POSDATA]

Application Brief:	MacDonald-Miller Facility Solutions
Industry:	Mechanical Contracting, Design, Build and Maintain
Products & Services:	Motorola MC65 Staging, Kitting and WAN Provisioning

MMM MacDonald-Miller FACILITY SOLUTIONS

Mobile Automation Leads to 24/7 Customer Service

MacDonald-Miller Facility Solutions

Established in 1965, MacMiller has helped change the Pacific Northwest landscape with thousands of successful projects that include high-and low-rise office buildings, mixed-use projects and condominiums, shopping centers, major hospitals and medical centers, bio-tech and lab facilities, warehouses, industrial buildings, and manufacturing plants.

The Challenge

With a corporate wide commitment to improve their processes, MacMiller recognized that their paper-based field service reporting needed to be eliminated. Not only was this method slow and time consuming for the field personnel, it was prone to errors during the translation and key entry of the information. In all, the process lacked the level of service they were known for and wished to provide to their customers.

To begin with, MacMiller chose WennSoft MobileTEC software that allowed them to track field service work orders from the time the order is placed until the job was complete. With the addition of mobile automation the information exchange with the field worker could then be processed in real-time.

They needed to provide their field workers with a device that met their feature needs and could withstand their usage and environmental constraints. MacMiller turned to Compsee's Erik Kennedy as their knowledgeable partner for hardware.

The Solution

Experience has taught POSDATA that terminals used outside of a controlled environment need to be ruggedized. The workers need equipment that remains operational regardless of field usage and elements. Erik recommended MacMiller utilize Motorola's MC65—one of the toughest and most flexible EDAs on the market. A major plus for MacMiller, with field service personnel located throughout the Pacific Northwest, is the MC65's advanced operating system that has the ability to switch between GSM and CDMA WAN providers. This software flexibility allows MacMiller to deploy any of their MC65's, anywhere, on virtually any network.

POSDATA services also play a strategic part in the success of the solution. Understanding that field service personnel need their equipment delivered in an out-of-the-box operational state, POSDATA provided the Staging and Kitting Services that included:

- Image Loading – 4 Applications
- Battery Charging
- Software Configuration
- WAN Provisioning (Cellular Activation)
- Software Testing over the WAN

Benefits

POSDATA commitment to deliver to MacMiller's field technicians a site-in-a-box solution that included all equipment, accessories, materials, and documentation played a major part in the success of the deployment.

> "Erik and his company, POSDATA are a trusted partner in serving our needs. POSDATA was responsible for loading, configuring and provisioning our PDA's before we took delivery. POSDATA delivered on its promises in a timely manner. We have since awarded POSDATA a project for our manufacturing operation. It's a pleasure to work with Erik and POSDATA"
>
> Dave Gough
>   VP MacDonald-Miller

MacMiller recognized the benefits of the MobileTec's solution when technicians were not only able to access the customer's service history on the spot through their Motorola MC65 terminal, they were also able to email the customer a summary of the work completed – before leaving the building. Customers appreciated the advantages of their own Web Portal giving them up to the minute visibility of their service history and equipment lists. They quickly grasped the concept of scheduling their service calls through the secure MacMiller website.

In summary, the mobile automation and real-time environment of their field service application provided the enhanced level of customer service that market leader MacDonald-Miller is known for.

POSDATA

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