

BLACKBERRY SOLUTION AND HAND-E-PIX SPEEDS TIME TO PAYMENT FOR MMCS WITH REAL TIME FIELD SERVICE MANAGEMENT



The MMCS Group is a specialist installation and services business covering wireless, cabling, civil works, M&E and multi-media systems including video conferencing and CCTV. Since winning a major contract with the British Ministry of Defence (MoD), MMCS has grown rapidly to become one of the UK's most established and respected infrastructure providers, delivering services for government authorities and the private sector. The company has 45 employees and manages hundreds of sub-contractors working throughout the UK and internationally.

THE CHALLENGE

MMCS recently identified the need to enable better communications with its remote workforce and customers, from site locations, and especially being able to verify the state of the work on sites at the end of a project. MMCS wanted to be able to show customers that its crew had left the site in a good state without obliging the customer to physically visit the area. As Alan Phipps, Sales Director of the MMCS Group explains, "We'd looked into taking photos with a regular digital camera, but customers wouldn't accept digital photos because there was no way of confirming the time and location of the photograph."

THE SOLUTION

MMCS was so satisfied with how their existing BlackBerry® solution worked for handling mobile email for its staff that it looked to see if this same mobile platform could also be used to meet the challenge. Their wireless data partner, Handheld PCs, recommended implementing its hand-e-pix application. This provides a unique and proven technology that uses the BlackBerry® smartphone's built-in GPS receiver to add GPS co-ordinates, user-generated text and the time and date to photos taken with the BlackBerry smartphone's camera. Using the BlackBerry solution push technology, the photo and data are uploaded to a web-based application in real-time, where they can be consulted by authorised staff from any site: home, remote office or whilst travelling. hand-e-pix can also be integrated with back office software systems, such as CRM or ERP.

Since the initial rollout, remote site managers and engineers have been given BlackBerry smartphones enabled with hand-e-pix. Phipps says, "Handheld PCs has been an excellent partner throughout the planning and roll-out of our BlackBerry smartphone solution. They have shown excellent knowledge and understanding of the real business issues and challenges associated with implementing mobile solutions and have given committed and professional service throughout."

BENEFITS

**IMPROVED EFFICIENCY –
WITH REAL TIME VISIBILITY**

**INCREASED CUSTOMER
SERVICE QUALITY**

SPEED TIME TO PAYMENT

**DIFFERENTIATION IN A
COMPETITIVE MARKET**

REDUCED LIABILITY

"In our industry, we get paid 80% on completion and a further 20% three months later if there are no issues. Therefore, the sooner we can prove satisfactory completion, the sooner we can get paid. hand-e-pix allows us to display a live portfolio of images on-line, which customers can use to confirm that jobs and work are completed to their satisfaction."

Alan Phipps
Sales Director, MMCS Group

THE BENEFITS

BlackBerry smartphones with hand-e-pix has proved to be an extremely powerful project management tool that has increased overall productivity and efficiency. MMCS has vastly improved its quality of service, resulting in hugely positive feedback from customers. As Phipps explains, "we can now get images from our sites and have them instantly available on a secure web site. This gives us real-time visibility into each project and also allows customers to see accurate and up-to-date images of their works in progress."

Phipps continues, "Recently a customer discovered extensive damage to an air conditioning unit. He wanted to know if it had occurred before or after our intervention. Our supervisor had taken images of the unit that clearly showed that the unit was undamaged. With BlackBerry and hand-e-pix, we were able to prove the accuracy of the situation and the quality of our work."

A further benefit of hand-e-pix is the speed with which MMCS can get paid for their work. "In our industry, we get paid 80% on completion and a further 20% three months later if there are no issues. Therefore, the sooner we can prove satisfactory completion, the sooner we can get paid. hand-e-pix allows us to display a live portfolio of images on-line, which customers can use to confirm that jobs and work are completed to their satisfaction.

The record also shows that the job was completed correctly when we left the site, just in case anything has been changed since we moved on," he concludes.

MMCS is already seeing huge business benefits since deploying their solution. "Every day we are seeing the potential new benefits that the BlackBerry smartphones and hand-e-pix can offer. We are looking to add more comprehensive information to the web site and to integrate new functionality that will further enhance the scope and capabilities of the system. Everyone in the company is benefiting from the BlackBerry solution and we are moving the project forward in new and even more exciting directions," said Phipps.

"We compete in a market dominated by some very large players. Our success has been built on delivering high levels of knowledge and experience and constantly reviewing and improving our methodologies. The BlackBerry solution with hand-e-pix is keeping us a step ahead of the competition", concludes Phipps.

For further information: www.blackberry.com/go/success