

Industry-Leading Concrete Company

Enterprise equipment tracking application for iOS

Situation

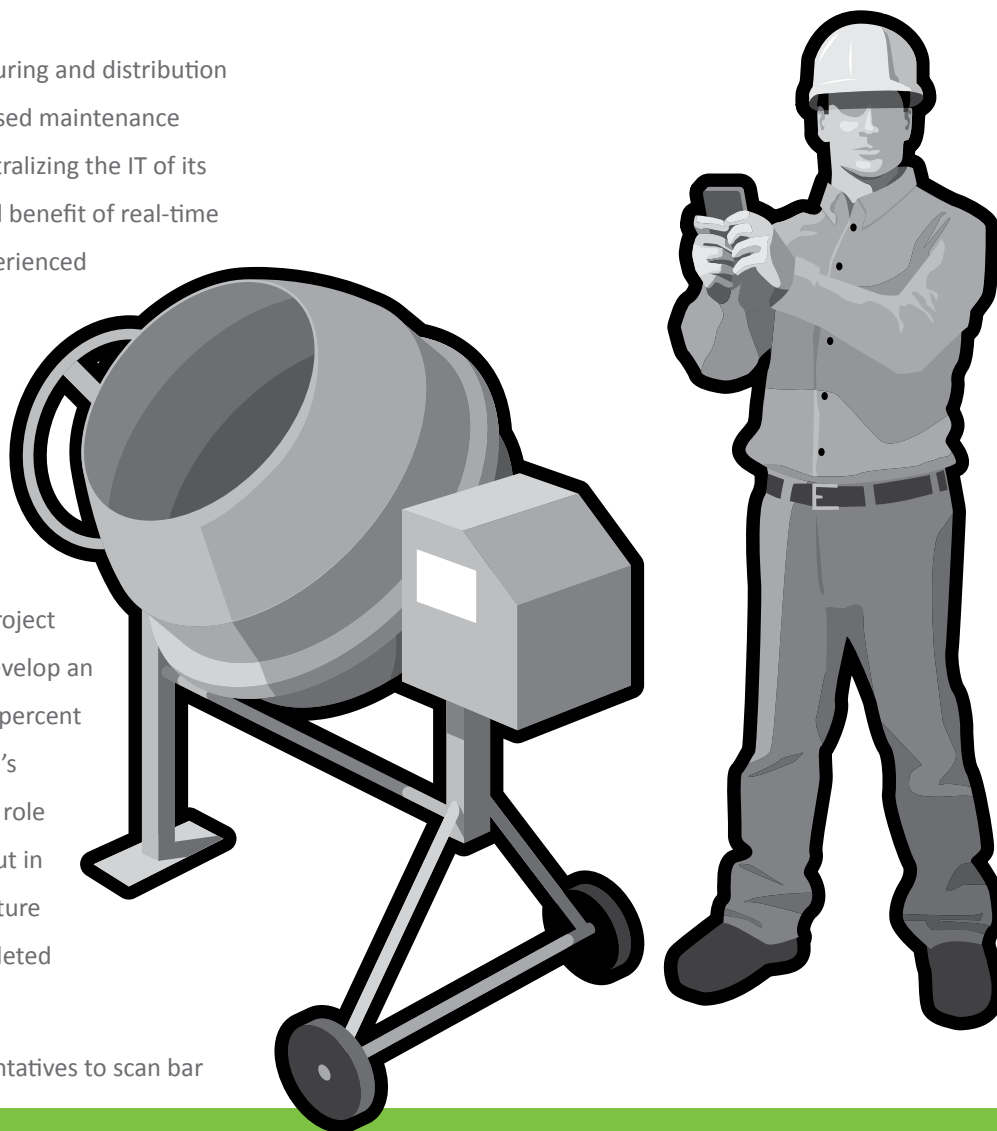
An industry leader in concrete manufacturing and distribution was in the midst of developing a web-based maintenance management system with an eye on centralizing the IT of its 30+ brands. However, given the potential benefit of real-time field access, the company sought an experienced mobile vendor to develop an iPhone application that would eliminate the need for manual data entry into the maintenance management app.

Solution

A team of four Magenic employees (architect, developer, user experience, project manager) worked for three months to develop an iPhone application that contained 15-20 percent of the maintenance management system's functionality. Magenic played an integral role not only in developing the application, but in defining requirements, strategy, architecture and design. The entire project was completed onshore.

The new application allows field representatives to scan bar codes on field equipment to create work requests when equipment isn't functioning properly.

Upon scanning a piece of equipment, field reps can



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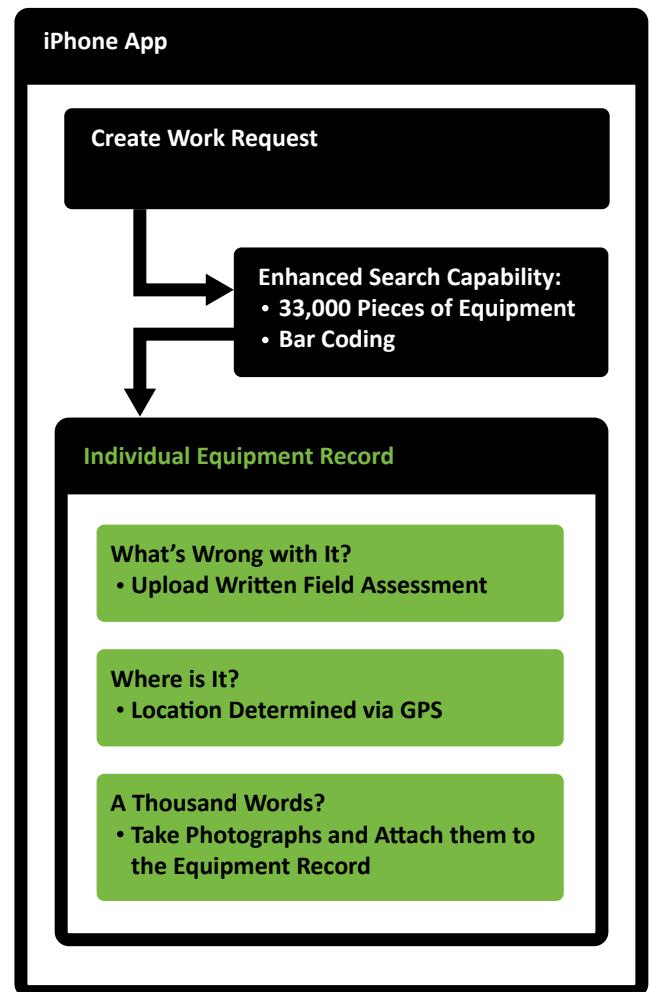
enter describe the issues in a text box either by voice or typing. Work requests can also be marked by priority and other pre-defined error specifications. The application also allows pictures to be taken and sent to the maintenance management system. Should a field rep find a piece of equipment without a bar code, equipment serial numbers can be entered manually in order to search for that particular piece. All work requests that are submitted are automatically tracked via GPS so that the company can quickly identify equipment in need of service.

A process that used to require multiple points of manual data tracking and take hours to complete has been reduced to a two-minute experience on the iPhone. The application also allows users to download request history per piece of equipment, allowing them to sync requests that have been created and avoid overlap.

Development of an iPad application that will handle the other 80 percent of the web application's functionality will soon begin development. Upon completion of this project, the system can be accessed and maintained entirely from mobile devices.

Results

- Reduced time to create/file work request to two minutes.
- Eliminated need for manual data recording (pen and paper) in the field.
- Eliminated need for manual entry of paper field records into maintenance management system.
- Changed behavior of employees when in the field.
- CIO and other client stakeholders loved the app and offered high praise.



Technology Used

OS X (Mountain Lion)

App Cooker for iPad

XCode

Objective C

iOS stack (Cocoa touch, Media, Core Services, Core OS)

iOS 5.1 and above (iPhone only)

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