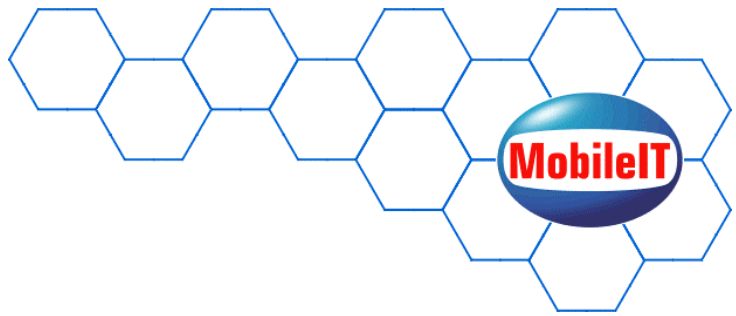




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Gold Coast Water Works Smarter With Wireless Technology

Gold Coast Water's method of delivering information to maintenance teams was typical of many organisations.

Problems reported by GCW customers were entered into GCW's maintenance system to create a Service Request. Details would then be relayed to service crews either by two-way radio or mobile phone.

When work was completed a paper service report was filled by hand. These reports would be returned to the service centre, where data would be entered into the Maintenance System.

This method of operation was problematical. Two-way radio coverage issues made co-ordination of work crews difficult and mobile phone calls were expensive. Subsequent paperwork from the field was often inaccurate and sometimes took up to two weeks to return from the field.

Gold Coast Water who process over one thousand service requests per week, decided to investigate how customer service levels could be improved by using wireless technology.

After conducting ROI and RFT, short-listing the respondents and piloting the three proposed solutions, GCW choose the system proposed by Mobile IT Solutions as the one that best met their requirements.

GCW wanted data transfer between the field and dispatcher to be automatic with updates occurring within seconds of the task being actioned. This would reduce the work order processing time and improve productivity. The mobile device should have an integral keyboard and easy view screen, to improve the accuracy of data entered. The information displayed on the device should be similar to the format of existing forms. The solutions should also integrate into the GCW existing Asset, Works and CMS systems.

David Palmer, Supervisor Field Coordination Unit says, "The solution supplied by Mobile IT Solutions has met all our requirements. Service Requests are sent wirelessly from dispatcher to work crews by SMS (The field crews are supplied with a Nokia 9110 Communicator loaded with tailored Celesta Smart Forms). Job priority is clearly defined so the crews have the ability to juggle their workload according to priority. Many of the fields are an electronic version of the paper form with drop down lists that refer only to the field or asset selected. This tends to give a consistency of data.

Job status and related information is updated in near real-time which means our core systems are updated the same day reducing the number of customer service enquires.

The solution has allowed us to look closely at our service delivery and work practices, giving us a quantum leap forward in how we operate"

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