



"No more administration headaches!"

From the time Willis Carrier invented the basics of modern air conditioning in 1902, Carrier has been the leading global manufacturer and seller of heating, ventilating and air conditioning (HVAC) systems and products. Headquartered in Farmington, Connecticut in the United States, with over 45,000 employees in over 171 countries, Carrier combines its global expertise with the responsiveness of its local operations to lead nearly every geographic market. In Australia, Carrier employs over 1,300 people, and is headquartered at Rozelle in Sydney with branches in every major city and regional centres. Thanks to the Celesta mBusiness solution Carrier Australia was able to improve the communication to their mobile work force, and thus also reduce their operating costs and increase their sales revenue.

Prior to the introduction of the Celesta Smart Forms solution Carrier communicated to its field service engineers using a system that relied on the producing of manual call logs. The call logs were transmitted to the engineers via a variety of two-way radios, trunk radios and mobile phones. When the engineers received the details, they transcribed them onto a Servicemen's Report book. The procurement of materials was also handled manually.

All the paperwork was returned to the office on a weekly basis. The dispatchers then checked and collated it to ensure that the assignment numbers matched, hours were allocated correctly and the required materials were booked out. This time-consuming process resulted in long lead times from a job being opened

to a job being closed and invoiced. "We also had to rely on the technicians calling in each day to record their times", states Mr. Stephen Sandercock, General Manager Service, Systems and Technology of Carrier.

The Celesta mobile solution operating on Nokia 9110 Communicator eliminated the viability issues Carrier had with the two-way radio network as well as the basic bulkiness of trunk radios. Carrier have also been able to improve their productivity by eliminating the duplications and the resultant errors in the field service communication process. The number of field hours has increased and the turn around time from job start to invoicing has decreased. All the service engineers at Carrier participated in a four-part training to achieve full operating use capability. The dispatchers at the office adapted to the Celesta solution even quicker, thanks to the reduction in workload and elimination of duplicate processes.

The Celesta mobile solution was provided by Celesta's Australian partner, Pacom Systems. "Carrier was very interested already at the initial meeting. They could immediately see how the solution would improve their operational and communication processes", states Mr. Mike Day, the Market Development Manager of Pacom Systems Australia. "And within weeks from the initial meeting, the system was on trial use at Carrier", Mr. Day continues. The Celesta mobilization process was implemented in full cooperation between Carrier and the Mobile IT Division of Pacom Systems - from the initial analysis and design to the final user training.