



Company : DEKRA Industrial

Business sector : Technical inspection

Software : *MEDIA CONTACT Enterprise*

Use : 900 PDA's

Profile

A subsidiary of the Dekra group, Dekra Industrial is the leader in France, in preventing possible human and technical accidents. Dekra Industrial conducts periodic, regulatory inspections of the safety of technical installations and work equipment throughout France. Dekra Industrial provides services to any company, organization or institution, regardless of business sector and is close to its customers thanks to its network of 85 regional offices.

Requirement

To improve the efficiency of its organization in terms of providing its customers with inspection reports, in particular on lifting devices and equipment-handling machines (fork-lift trucks, cranes, cherry pickers, etc.), Dekra Industrial decided to optimize its information management chain by equipping its 900 inspectors with a mobile communication solution. Previously, for each inspection they conducted, inspectors filled out a paper form that was re-entered at head office to create the final service report. They provided the customer with an interim handwritten report on site. This process caused problems relating to the quality of reports and report availability timeframes.

Solution

Dekra Industrial selected *MediaContact Enterprise* as their synchronization and administration tool. *MediaContact Enterprise* is distinguished from its competitors by:

- ease of implementation,
- speed with which the software is mastered,
- software's performance in synchronizing and transferring files (in particular XML flows),

- flexibility of PDA management,
- ability to manage other terminals (laptops, tablet PC's),
- automated backups.

Moreover, the responsiveness of our sales and technical teams was a determining factor in Dekra Industrial's choice.

From now on, the inspector receives his assignment tasks as well as the service reports, created during previous inspections, at the facilities of customers he will visit on his PDA (Intermec CN3 running Windows Mobile). During inspections, he directly enters the results into an application developed by Dekra Industrial's IT Director. At the end of the inspection, the information is immediately sent to head office where the central application generates an interim report that is immediately sent to the customer by fax or email, within a time frame of less than 10 minutes. The requirement for the inspector to immediately give the customer an interim report increases the performance and reliability requirements required by the entire system, in particular by communications.

Benefits

- no paper
- increased responsiveness of Dekra Industrial's customer service
- optimized, secure and rapid data transfer (XML flows, etc.)
- automated exchanges of business data (assignment tasking, previous reports, inspection data, etc.) and transparency for inspectors
- embedded application maintenance

"Today, thanks to the investment made, we have optimized the reliability of recorded data and increased responsiveness when providing reports. These were our two main goals."



Pierre BONTE
Dekra Industrial CEO

