



Company : DEKRA Industrial
Business sector : Technical inspection
Software : *MEDIA CONTACT Enterprise*
Networks : 3G
Use : 1,100 PDAs

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 1,100 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

For the synchronization and the administration of their device fleet, DEKRA Industrial use *MediaContact Enterprise* for :

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

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

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

Each inspector receives his assignments, tasks... on his PDA (Motorola MC 65 running Windows Mobile 6.5). 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."



Jean-François BIGAS
 DEKRA Industrial Information Systems Director

