

Global manufacturer lowers costs, increases productivity with Stratix Field Service application

Intel-powered, ruggedized laptops enhance processing speed, reliability, and battery life



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—Gina Daniel-Lee
Corporate Director of Strategic Alliances,
Stratix Corporation

CHALLENGES

- Existing handheld devices and application software were nearing end of life
- Mobile application worked with only one operating system, limiting flexibility
- Handheld devices lacked processing power and features to support new business requirements

SOLUTIONS

- Purchased ruggedized, convertible Panasonic* laptops powered by Intel® Core™ vPro™ i5 processors
- Integrated vendor-agnostic Stratix* Field Service Management application
- Implemented a full suite of lifecycle management services from Stratix

Time for a technology refresh

A global consumer goods manufacturer with 3,200 field service technicians across the U.S. faced a significant problem: All those technicians were relying on the same type of handheld device and mobile application—and both were nearing end of life.

When the company wanted to add capabilities such as mapping data to the application, the aging form factor lacked the necessary processing speed and functionality. To make matters worse, the mobile application would only work with the operating system on the existing device.

The company was midway through negotiations with another vendor when they discovered the Field Service Management application from Stratix Corporation—and quickly changed course.

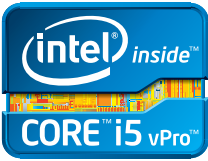
“The customer stopped midstream when they realized the advantages of Stratix Field Service,” said Gina Daniel-Lee, Stratix corporate director of strategic alliances.

“They believed in our strategy, direction, and the flexibility we could provide to their business.”

Vendor-agnostic solution provides flexibility

Stratix is a leading independent software and solutions partner for mobility, with nearly three decades of experience. Its Field Service Management system provides customers with the flexibility to choose whichever hardware device (smartphone, laptop, or tablet) and operating system best meets their requirements.

For the manufacturer, the cloud-based, vendor-agnostic Field Service Management solution was an ideal fit. “They never want to get caught in a situation again where they have an application written for a specific operating system or device type,” said Chris Johnson, Stratix director of software sales. “Plus, they know our cloud-based software can be easily enhanced and upgraded over time to provide additional functionality.”



Greater technician productivity, lower support costs

Once the software was chosen, the company had the flexibility to select from a wide array of hardware options. Stratix helped the company evaluate numerous hardware platforms before the company selected ruggedized, convertible Panasonic laptops powered by Intel Core vPro i5 processors.

Intel Core vPro i5 processors provide exceptional performance and responsiveness, as well as the long battery life field service technicians need. Intel® vPro™ technology also provides built-in, hardware-based capabilities for remote PC management, maintenance, and updates.

“The capacity of the device from a memory and processing perspective, as well as the long battery life, were major considerations for the customer,” said Daniel-Lee. “It definitely helped that we were able to bring three very strong industry brands to the table with Stratix, Panasonic, and Intel.”

Ongoing support

In addition to implementing the new mobile device and Stratix Field Service Management application, the manufacturer chose to adopt Stratix’s full suite of end-to-end mobile managed services.

From staging, provisioning, and deployment through training, help desk, and spare pool management, Stratix makes sure the company’s field service technicians have what they need to be successful.

“This is one of the first times this customer has outsourced their support services. It shows that they look to us not only as a trusted advisor, but as a long-term partner that can help them ensure the success of this deployment for years to come,” said Daniel-Lee.

Greater productivity, easier integration

The company expects the technology refresh to result in significant savings moving forward, including a 10 percent improvement in technician productivity. The new form factor is expected to lower service and repair costs, and outsourcing support services will enable the company to reduce its internal support costs.

The new solution enables many other efficiencies. For instance, the company was able to combine and streamline its reactive and planned service organizations, which had been separated because of technology limitations. In addition, the company easily integrated a new back-office scheduling system and a new ERP system with the Stratix Field Service Management application.

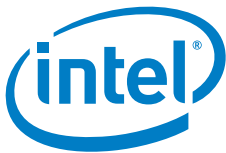
ABOUT STRATIX

Stratix has been providing mobility solutions to leading companies for more than 28 years. Whether it’s managed services for business process consulting, deployment, training and technical support, or Field Service application software, more than 100,000 users rely on Stratix every day.

The system is also designed to support 3rd generation Intel Core vPro processors, which include advanced security features. “This technology is built for the customer’s business needs today, but also to protect their data in the cloud well into the future,” said Daniel-Lee.

“Having a major customer like this one select Stratix Field Service validated that our device-agnostic application is a unique offering that provides real advantages in the market,” said Daniel-Lee. “We look forward to enhancing Stratix Field Service and supporting this customer for years to come.”

Could your business benefit from a cloud-based, device-agnostic mobile application? Contact Stratix today to learn more about Stratix Field Service and lifecycle management services. Visit www.stratixcorp.com for more information.



Intel® vPro™ technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software, and IT environment. To learn more visit: <http://www.intel.com/technology/vpro/>.

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