



Time Critical Industrial Asset Repairs and Servicing with MobiWork

Industrial Technical Services (ITS) are industrial leaders in electric pumps management systems, specifically developed to provide real-time anti-ragging functionality to wastewater and sewage pumps. ITS provides anti-ragging equipment and performs in-house installations, services and repairs. ITS is an energy efficient company, that started in 2004 and is headquartered in Brea, California. Their major clients include government municipalities, hospitals, universities, and water management companies, such as Western Avenue Pumping Station in California, which is the largest U.S. municipal on the West coast serving 5.5 million people. Downtime costs and impacts for their clients can be astronomical, therefore, ITS maintains a repair service response time of 2-4 hours for contracted jobs and high level of customer service. As a leader in this industry, ITS is expanding their services throughout the nation.

“We rely on MobiWork for dispatching and invoicing customers in the field. We have full visibility and monitoring of every asset and employee in real-time. MobiWork has been invaluable.” – Art Yee, President of Industrial Technical Services

Industry:
Industrial Services and
Government Municipalities

Regions:
North America

Key facts:

- Services high-end wastewater & sewage systems with critical uptime requirements
- Over 300 customers

Headquarters:
Brea, California

Website:
IndustrialTechnicalServices.com

Key Challenges: Instant Dispatching, Offline Processing & Invoicing

In the field of industrial services, client's downtime costs are exponential when machinery or equipment goes down. For instance, one of ITS's largest clients, Lake Worth Master Pump Station, pumps 12.5 million gallons of water per day, if a pump were to be inoperable for just one hour, millions of people are impacted, and downtime costs are hundreds of thousands of dollars. As a result, ITS service repair times are contracted to respond in hours, and ITS has high expectations to provide the best customer and repair service. To do

this, they wanted a powerful dispatching system in place, so that everything was instant, optimized, and recorded in real-time. Crucial time was lost, as their management team struggled with scheduling the most qualified technician in the closest location.

ITS services areas that are underground or in remote areas. In 2012, there were limited apps or services to collect information in locations with no network connectivity. Their team had to capture information manually on paper. They struggled with losing valuable information and time in the field due to human error of not recording correct data or losing paper records. It was costing thousands of dollars on paper, and costing additional time and expenses to enter the information by hand. ITS management wanted a solution that would be able to create a custom form, record specific fields of data including pictures, signatures directly in the field and to eliminate double data entry and errors. More importantly, ITS needed a rock-solid solution that would be able to capture this information in offline mode and reliably save it when connectivity was restored.

ITS was struggling with invoicing in the field, as their process was time-consuming and confusing, as it took 3 weeks or more to get paid for their services. Invoice processing times sometimes took longer due to human error of entering the wrong information, customers weren't billed properly and had outdated mailing addresses, or paper invoices and checks getting lost in the mail. The management team really wanted a solution that would help increase admin and technician efficiency so that can provide the utmost customer service.

Results: Real-time and Streamlined Processes and Invoicing

ITS has been using MobiWork since 2012 for installation, maintenance and repair work orders, scheduling, dispatching, forms and invoicing in the field. Serving over 300 customers, it is imperative that ITS performs preventative maintenance to improve equipment life and uptime. Due to customer downtime costs being exponential, ITS also makes it a priority to service efficiently and quickly should an asset malfunction in the field. ITS performs preventative maintenance and repairs for thousands of pieces of equipment. With MobiWork, they have quicker response times to get to customers, and they are so pleased that they can send the qualified technician with the right tools at the right time.

Another major benefit of using MobiWork is that ITS has organized asset and work order information. Before MobiWork, the administration team spent ample time searching through paper records of customer history. ITS has had a boost of **25% in administrative efficiency**, thanks in part to the automated electronic forms that are attached by technicians to the work orders. Now, they can electronically pull up forms, and have a history of customer information and invoicing. The President of ITS, Art Yee, says they "**have zero error with MobiWork, our processes are streamlined and it's a bullet-proof system we now have in place**". Art Yee, specifically needed a solution to capture valuable information and data in offline mode. ITS conducts work at sites with zero network connectivity, which is one of the main reasons ITS selected MobiWork. Art Yee is very pleased that all of their data is captured in offline mode and uploaded instantly when connected to a network.

Field technicians use work orders for pictures, customer signatures, and status updates. Data is automatically captured in their custom forms, and the corresponding invoice is sent to the admin team and processed immediately through Intuit QuickBooks Online. "**Sending an invoice went from 4 days to 30 minutes, customers can now pay immediately upon receipt, which has been an exponentially faster way to get paid,**" said Art Yee. It is estimated that ITS's revenue growth rate is **projected to be 25% higher than last year, and their cash flow has increased by 10%**. Moving forward, ITS plans to incorporate and streamline all of their processes using one solution and they are excited that MobiWork can provide all of the functionalities their system needs to grow.