



Case Study

AIS Construction Equipment

Integrating Mobile Workforce Solution Reduces Invoice Processing by 26 Days

The Company

Michigan's oldest owned and operated heavy equipment company, AIS Construction Equipment (AIS), is a family run dealership that sells, rents and services construction equipment. Their continual success is largely due to their dedication to customer service, and they understand how important operational efficiencies are to customer satisfaction.



Inefficient Manual Processes

Fifty years ago, the only ways to manage machine maintenance records, routines and technician schedules were through manual process. AIS knew, in today's competitive market, customers expected their construction equipment repairs to be resolved quickly. This was no easy task since AIS was juggling the schedules of 60 trucks and technicians across six locations where they conducted on-site critical repairs and maintenance services addressing everything from oil leaks to running full engine failure diagnostics.

"Our technicians are all dispatched out of one location now. That has improved our coverage, improved reaction time and propelled several different areas of our business. As a result, our customer satisfaction is higher than ever"

Jan Mahler, Warranty Administrator, AIS

Onsite technicians were using paper forms for work order details, repair and billing information. Job site data was eventually compiled and mailed to headquarters for processing. This manual process was error-prone, highly inconsistent, and slow. It caused customer service issues and often took 30 days just to bill a customer, negatively impacting cash flow.

AIS needed better operational processes to dispatch mobile workers, track and monitor job site activities and collect service information. Once the data was captured on site, they required a streamlined way to send it back to the central office and automatically integrate into their back-office systems.

StreetSmart

A division of ClickSoftware



"I will say that the integration between our operating system and StreetSmart has made things extremely easy and more streamlined. With this integration, the invoicing of the technician's job billable time is now automated, which frees up a lot of clerical time"

Jan Mahler



Mobile Workforce Solution Automated Job Data with Back-Office Operations

AIS searched for a way to seamlessly record, monitor and consolidate data from their field teams for streamlined deployment, operations and billing. They found the StreetSmart Mobile Workforce solutions met their needs with a turnkey package that included cloud-based management software and a mobile app. They use:

- **Jobs Dispatch** to manage and send work orders to technician's mobile devices.
- **Time Sheets** to easily record field worker's start, break and stop times.
- **GPS Tracking** for quick visual identification of mobile worker locations and routes.
- **Forms** that allow field workers to update jobs information on their mobile device and immediately send data back to the office.
- **Integration into back office systems** to reduce administrative resources and processing time.

This increased efficiency deploying technicians and having the entire organization use one integrated system also reduced invoice processing from 30 days to four.

StreetSmart Helped AIS Deliver Exceptional Customer Experiences and Improve Operational Efficiencies

Using the StreetSmart app on mobile devices to replace paper processes has enabled seamless management of the fleet of trucks, the field crew, and coordination of work orders to prioritize urgent versus non-urgent cases driving efficiencies across the entire business.

- Dramatically reduced billing turnaround from thirty to four days
- Complete transparency
- Shift processing of reports from the field to central operations
- More than 20% improvement in scheduling efficiencies

"StreetSmart helps the team communicate easily, research and document field issues. It's even reduced billing time, improved the delivery of production reports and ultimately, helped us optimize scheduling to better service for customers"

Jan Mahler



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