

S2F gives Torex Retail an easy to use, functional, mobile service solution

Torexretail

A leading international provider of retail solutions, Torex Retail's products handle - in the UK alone - more than 25 million customer transactions a week, totalling more than 45% of all UK retail sales. Professional services are a vital part of Torex's business with more than two thirds of its 700 professional service employees directly involved in the development, delivery, deployment and support of solutions for customers. Torex Retail is now part of Oracle's Micros retail systems' business.

The challenge

The efficient use of field resources is critical to the success of many business processes.

Torex wanted to benefit from current mobile technology that would enable them to decrease costs and improve productivity, customer service levels and security.

Migrating the field service management application to a new version of the existing mobility solution would require a costly rewrite of the software and was likely to create compatibility issues with other devices.

If it was going to incur the cost of re-engineering its field services application, Torex reckoned that it should opt for a more flexible, open solution. The company contacted Interchange, as their long-time service and customer management software supplier, to help them replace their existing mobility application for their European field service engineers.

Torex required a distributed application that could work happily in or out of the office across all their European businesses, that was reliable, would support current needs, and that would provide a foundation for ongoing extension of the functionality to improve and streamline on-site customer service.

The supplier would also need to be able to offer application customisation services as well as providing pan-European implementation and extended hours support.

The solution

Torex and Interchange decided that the functionality, security, flexibility and usability of S2F Service to Field best met their business requirements.

The solution would also be integrated with Torex's existing Enterprise Field Service Management system using SOA to provide robust and efficient communications between the back office and each field operative.

The benefits

Now field engineers have access to accurate service call information that they can view and update real-time while on the road as well as other information designed to improve effectiveness and productivity.

Torex was initially concerned that migrating to a new version of the application running on a new device might upset the productivity of its field engineers.

In fact they found the opposite: *"From a usability point of view the Interchange solution is much friendlier than the old system. You can just pick it up and use it, which has saved us time and money on training and support."* Gordon Rogers, Operations Director for UK and Ireland, Torex Retail.

"The users love the new Interchange solution," says Rogers. *"it is much more advanced than the system we were using. The handhelds are smaller and therefore easier to carry. Users love everything about them – the functionality, the user interface and the device."*

According to Rogers the new solution is *"miles ahead of the old system."* Interchange and Torex plan to rollout the system to additional countries and businesses within the Torex umbrella, with a target of 800 users across Europe.

S2F Service to Field – more than Field Service

S2F underpins efficient field service operations by providing staff with critical information via a specially designed mobile app that can work both on- and offline; on-premise or cloud-based; its open APIs can be integrated with enterprise systems such as: Sage, SAP, Oracle, Microsoft dynamics and other similar back-end enterprise systems.

Application areas include uniformed services such as: police, traffic wardens, coastguards, accident investigators and community support; aviation, transport & logistics, as well as other mobile workers such as insurance assessors or health and social workers.

The flexibility of the solution ensures that users have access to the right functions that are appropriate to their role without the need to enter the same data repetitively across multiple searches and enquiries.

With the ability to integrate multimedia functions such as D4E Data for Enterprise's audio notes, photos' and text notes automatically into transaction workflows, otherwise stand-alone applications can now be combined to create a powerful hand-held tool that can increase productivity, speed up mobile working processes and reduce costs.

