

Electronic Messaging improves Copier Service Efficiency

As part of their on-going service productivity drive, U-Bix wanted to send SMS, cellphone and pager messages to their technicians from their IBM AS/400 service system. Cosyn's POWERPAGE was already 'alerting' their IT operations team, so they took advantage of its messaging functions - helping them to their 25% productivity gain.

Profile

Company: U-Bix Document Solutions
Sector: Office Equipment
Employees: 350
Turnover: \$75 Million

Challenge

To reduce the time spent relaying job assignment details to technicians, and to increase the accuracy of customer information.

Solution

Introduce pager and cell-phone messaging into their Service system application, to automatically send service job details to the technician.

Cost

Under \$10,000.

Benefits

- Technicians don't have to wait to talk to service dispatchers
- Service dispatchers have more time available to listen to customers
- Simplified, short communication - 'next job, please'.
- No confusion on customer address details - they are right there on the technician's pager or cellphone
- The type of device (e.g. pagers, CDMA phones, GPRS phones, e-mail) is irrelevant. Powerpage seamlessly resolves the way in which the message is sent.

We all know the frustration of a photocopier that jams. It always seems to happen at the most inconvenient time. In the office equipment business, resolving a frustrated customer's copier problem quickly is essential, and is one of the keys to success.

U-Bix Document Solutions is New Zealand's leading office equipment company, distributing leading brands such as HP, Konica and Oce. With an installed base of over 30,000 copiers, faxes and printers, supported by 150 technicians nationwide, U-Bix is constantly looking for ways to improve its technical service support.

During a 'continuous improvement' review of their service dispatch process, U-Bix identified a bottleneck between service dispatchers and technicians. Job details were being passed over the phone verbally to technicians. Because of the length of time this took, both customers and technicians were being put on hold, wasting their time. Forced to speak quickly under pressure, job details were being miscommunicated, and service delivery was being affected.

U-Bix's National Service Manager, Tony Day, discussed the problem with his IT Team and they came up with a simple solution. The IT team had been using Cosyn's POWERPAGE software to continuously monitor their IBM AS/400 computer operations. POWERPAGE automatically alerts them via pager, e-mail or phone when AS/400 problems occur. The decision was made to use POWERPAGE's messaging function to send the service job details directly to technicians from the Service system. Using POWERPAGE's simple programming interfaces, messaging was able to be introduced into the application within a week.

"By changing the way we manage our service delivery, and by using POWERPAGE, we have been able to reduce our customer response times. We calculated that we had the potential to increase service productivity by 25% - seriously improving revenue generation and at the same time improving our service delivery to our customers" says Tony Day.

Initially the messaging was all pager based, however U-Bix now has a mix of devices - pagers, CDMA cellphones GPRS phones, and e-mail. Without any specific programming POWERPAGE seamlessly resolves how to send the message.

In conclusion, Tony Day's comments were " I can't imagine our service business without POWERPAGE - the software just keeps on working, no matter how we change our business strategy."

About COSYN SOFTWARE

Cosyn is a leader in creating intelligent software for the IBM iSeries and AS/400. Founded in 1993, Cosyn specializes in bullet-proof solutions that help you manage IT operations more efficiently. Their aim is to take care of the necessary but time-consuming IT tasks so that the IT team can concentrate on the things that make a difference - like generating profit.

About POWERPAGE

POWERPAGE monitors the AS/400's QSYSOPR (and other) message queues for problems. If there is a problem, it can reply to messages, trigger secondary processes, or alert specified staff by cellphone, pager, or e-mail. To ensure that alerts are actioned, there are unlimited levels and methods of escalation. Powerpage contains a comprehensive roster, so that it knows who is on duty, who is backup, etc

