



## Nalco delivers improved responsiveness to its customers, by installing a Retriever Communications mobility solution

### Introduction

Mobile handheld solutions have streamlined the field service process in Australia. Personal service report information is captured on a mobile device and sent directly to the customer and the office, instantly.

Nalco Australia is leading the way in its industry, deploying a Retriever wireless solution nationally for its field service technicians. Moving from what was a paper based process, Nalco technicians now use a mobile device to record the results of their service work, and are able to send service reports to customers and information back to the office in real time. The Retriever solution improves field responsiveness for all routine and non-routine service at Nalco customer sites. The Retriever solution also now enables real-time tracking of compliance to the relevant legislative requirements for each State in Australia. All this detailed time-sensitive information is now available back at the office as soon as it is completed.

### The Solution

The Retriever solution operates as a wireless cloud application customized for Nalco, to reflect their previous paper based process. The solution replaces paper based Service Reports for field service staff. No longer do they need to head back to the office to hand in service reports, close off service orders, fill out time sheets or request invoices. This is all done in the field. Any urgent service orders such as legionella corrective actions or retests can be sent to the technician's mobile device, using Retrievers web based scheduler, so work can begin immediately. "Our customers are really satisfied with the improved performance of Nalco. They now receive the personal service report straight to their email." says Gay Thompson, ANZ Order Management Manager. "Field users are also impressed they no longer have to deal with bits of paper that always seem to get lost". Indeed, in the past, late return of service reports to the office was a big issue in management of open service orders. This has improved dramatically since reports are now sent digitally, directly to the customer & the office as soon as the job is complete. This "green" solution is welcomed by many customers as well as Nalco's Service Admin Group.

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Gay Thompson, ANZ Order Management Manager



## **Nalco Australia's mobile solution passes benefits directly to its customers**

Nalco Australia has also leveraged the Retriever mobile solution for organizational improvements, to improve our service levels:

- Urgent jobs are attended to immediately with non-routine work orders allocated to a technician as soon as they are requested
- Office staff can view Retriever's web based scheduling system and know where each technician will be throughout the day, what work is planned & how long it is estimated to take.
- Job Safety forms are integrated into the work flow process, ensuring compliance with Nalco standards and relevant requirements.
- Nalco are now able to record near misses to alert management of unsafe situations before incidents occur, ensuring the highest safety for their workers.
- Order requests for chemical, equipment, or reagents are able to be sent directly to the Order Management Group
- All information is sent straight to the office, without having to return to hand in paperwork.

Nalco Australia has implemented the Retriever mobility solution across its field staff nationwide. Because it operates as a cloud solution, they do not have to worry about software infrastructure or a complex internal IT project. All information is stored securely on Retriever's infrastructure, complete with inbuilt redundancy, offsite backup and 24-hour operations monitoring, ensuring the utmost reliability.

### **About Nalco Australia**

Nalco is the world's largest sustainability services company focused on industrial water, energy and air applications. Field personnel have experience across the broad spectrum of water using industrial equipment, and employ control technology that measures water chemistry in real time.

<http://www.nalco.com/>

### **About Retriever Communications**

Retriever Communications is a leading field force automation company that has received substantial international industry recognition. Pioneering the technology since 1996, Retriever continues to be the leader in wireless field technology to improve field worker productivity. Their capability, scalability and reliability combined with high quality service standards have allowed them to gain outstanding customer satisfaction ratings.

<http://www.retrievercommunications.com/>

