



Retriever delivers **increased maintenance revenues** for Henry Schein Halas Australia

Introduction

With five locations across Australia, Henry Schein Halas is a subsidiary of Henry Schein Inc., the largest global distributor of healthcare products and services to dental and medical practitioners.

Part of the company's credo is focused on customer satisfaction – it is not only written into the company's mission statement but also embedded into every operational element. The company distributes more than 250,000 products to more than one million customers so its infrastructure is set up to enable maximum efficiency in communications and transactions.

Customer experience takes priority on the regional level as well. In Australia, Henry Schein Halas took a proactive approach when it faced the ineffectiveness of the outdated paper-based processes that lead to longer sales cycles, delays and created a backlog of orders and invoicing. *"It was a constant struggle to get our techs back to the office to submit work invoices on time. Because of that we were usually four to six weeks behind on data entry and invoicing, and that impacted customer satisfaction in a big way,"* said Jim Allsopp, equipment, technical and operations manager at Henry Schein Halas.

Highly configurable for fast deployment

The company opted to deploy a mobile software platform developed by Retriever Communications, called Barking for Service, for its field technicians across five locations to eliminate paper-based processes and improve field tech productivity.

Barking for Service is a mobile application designed to automate workflows for field technicians and service workforce. It is built on a comprehensive platform to address complex business needs but is simple to deploy.

Henry Schein Halas bypassed extensive customization phases by using the app's in-built pre-configuration and completed implementation in just months. It integrated Barking for Service with the company's back office ERP system that allowed immediate work-order distribution and same-day invoicing as service reports were coming in.

Barking's Business Benefits

Barking for Service enabled accurate time tracking, proper part allocation and more rapid service call invoicing. The sales cycles were also condensed when customers could approve jobs in real-time with digital signatures on each technician's mobile device. As a result, the back office received direct and instant feedback, which helped monitor and improve customer service.

"Before implementing Retriever we didn't realize how much our revenue would increase," said Jim Allsopp. "Now, not only has Retriever helped to improve productivity and efficiency, but it's boosted our revenue. Initially, we noticed a 15 percent increase in revenue and today we are achieving a 50 percent increase in revenue per technician."

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About Retriever Communications

Retriever Communications has provided field force automation technology internationally since 1996. Retriever's wireless field solutions improve productivity and automate data collection processes for companies with field operations - operating to service companies in energy, engineering, manufacturing, petroleum, distribution and utilities.

Retriever's capability, scalability and reliability combined with high quality service standards have allowed them to gain outstanding customer satisfaction ratings. Blue chip companies such as Fair Trading, Aristocrat and Otis trust their technology to manage their field workers. Contact Retriever today to increase your field safety compliance, quality and timeliness of reporting.

For more information about **Barking Applications** visit: www.retrieverbarking.com

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