



Nalco delivers **improved responsiveness** to its customer with a Retriever mobility solution.

Introduction

Mobile handheld solutions have streamlined the field service process in Australia by capturing personal service report information on a mobile device and instantly sending it directly to the customer and back office. As one of the first in its industry to adopt these types of solutions, Nalco, an Ecolab company, nationally deployed a Retriever Communications wireless solution to boost productivity for its field service technicians.

Nalco directors stated that they “needed a solution to help streamline processes and eliminate a lot of the manual input that was required of field technicians” They found that “Retriever has an excellent collaborative atmosphere in their operations team, so we knew they’d be a flexible and comprehensive partner for us.”

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 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. Specifically, the solution replaces paper-based service reports for field service staff.

No longer do technicians 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.

Nalco commented “by automating reports we’re able to move more service orders through the system and as a result, it improves the communication output of our service reports.”

Nalco technicians can now take a device on site and order product or collect data through the application. They can even do this regardless of wireless connection, as the device will sync with the next available connection.

In the past, late return of service reports to the office was a big issue in effective management of open service orders. This has improved dramatically since reports are now sent digitally to the customer and the office as soon as the job is complete.

Furthermore, any urgent service orders such as *Legionella* corrective actions or retests can be sent to the technician’s mobile device, using Retriever’s web-based scheduler, so work can begin immediately.

Nalco technicians can now take a device on site and order product or collect data through the application. They can even do this regardless of wireless connection, as the device will sync with the next available connection.

Case Study

The key message is that by using an automated system Nalco are cutting down on labor costs while producing much more. “

For example, we significantly reduced the transactional workload of the support team as Retriever consolidates thousands of service order data into a batch file which we are then able to close in one single transaction.

” said Directors.

Key organizational improvements include:

- 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 and how long it is estimated to take
- Job safety forms are integrated into the workflow process, ensuring compliance with Nalco standards and relevant requirements
- Records near-misses to alert management of unsafe situations before incidents occur, ensuring the highest safety for workers
- Order requests for chemical, equipment, or reagents are able to be sent directly to the Order Management Group
- All information is electronically sent straight to the office, without requiring technicians to return to hand in paperwork

Ecolab has implemented the Retriever mobility solution across its field staff in the Australian region. Because Retriever operates as a cloud solution, Nalco does not worry about software infrastructure or complex internal IT projects. All information is stored securely on Retriever’s infrastructure, complete with in-built redundancy,

Case Study: Water Sampling

operations monitoring, ensuring the utmost reliability.

Nalco recognizes that *without Retriever we’d definitely have to employ more back office staff, and wouldn’t be able to give the service reports to the customer at the end of service calls. “We’re saving the cost of multiple employees in the operations team.”*

About Ecolab

Ecolab 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.ecolab.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/>

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

For more information about **Retriever** visit: www.retrievercommunications.com

