

Retriever Communications

Aristocrat Technologies Case Study**Overview of Aristocrat**

Aristocrat is a leading global provider of gaming solutions and is dedicated to supporting the global gaming industry. The company is licensed by over two hundred regulators and its products and services are available in over ninety countries around the world. Aristocrat offers a diverse range of products and services including electronic gaming machines, interactive video terminal systems, electronic tables and complete gaming solutions, including casino management systems, services and ancillary equipment.

With over 50 years industry experience and over 2100 staff globally, Aristocrat has built on its Australian market leadership and reputation to become a premium supplier of groundbreaking technologies and services to the international gaming industry.



Aristocrat enjoys a well-earned reputation for outstanding performance and strong brand equity in more than 200 jurisdictions around the world. Aristocrat offices are located in Australia, the USA, New Zealand, the United Kingdom, South Africa, Russia, Argentina, Japan, Macau, Singapore and Slovenia. Each staff member is focused on fulfilling the needs of customers at all levels, while the global management structure drives innovation in business areas.

Aristocrat Technologies New Zealand (ATNZ) and Retriever Communications began a business partnership together in November 2005 to help solve the issues ATNZ was having with its automation of field service. This partnership has provided ATNZ with some specific business benefits through the use of Retriever's technology.

Problem

Overview: Aristocrat is one of the world's largest gaming solutions providers. The focus of the project in New Zealand was to automate ATNZ's field service offering, as service to their customers is a significant part of their business.

Objectives: ATNZ was operating inefficient field technician mobile software and wanted to increase their service offering to their customers. Retriever stepped in to help them increase the field productivity of their workers, decrease the billing cycles and better use their stock on hand.

Scope: The project encompassed replacement of their existing call tracking and scheduling software with Microsoft's Dynamics AX platform, introduction of the Retriever Enterprise software for field service management, and a new Retriever handheld client to help the ATNZ technicians perform their work more efficiently.

Use of Best Practices: The system was targeted at bringing ATNZ up to industry best practice in the areas of field service productivity, parts usage, stock on hand, and billing. Please see section 4a for a discussion of the impact in these areas.

Research: Retriever worked with ATNZ in the field to co-design a solution that would achieve goals for both ATNZ and the field worker. The new Retriever handheld client became highly successful with 100% acceptance by ATNZ's field staff.

Implementation: The implementation involved design and development of a new handheld client application on a Datalogic Jet handheld, and integration to Microsoft Dynamics AX. The client application includes call and task processing, venue and machine history, parts usage and tracking, live parts transfers, meter readings and time sheets.

Challenges: The project ran to a tight timescale with a significant number of key stakeholders and three separate contractors on the Microsoft Dynamics component.

Timing: The project started in November 2005 and completed on time with a Go-Live on 1 June 2006.

Benefits

Benefit 1: Reduced jobs left open as works in progress due to improved access to available stock. Jobs left as works in progress are not able to be invoiced so all labour and parts used on work in progress jobs are costs that negatively impacts on cash flows.

Benefit 2: Reduced parts used in service jobs that were not assigned for that job. With strict and automated parts transfer procedures in the field this company realised a huge business improvement in tracking all parts used, enabling all billing to be complete.

Benefit 3: Reduced stock on hand. With improved inventory control measures delivering accurate and real time stock information this company was able to move more closely to a Just in Time stock management system, reducing the costs of owning and housing surplus stock.

Benefit 4: Improved technician time sheet management. Automated job time entries at each job enabled this company to gain accuracy with regard to technician labour records which reflected in accurate payroll and customer invoices.

Benefit 5: Reduced billing cycle. With all job information updated in the Microsoft Dynamics AX system in real time, invoices are raised same day, reducing the billing cycle by days – improving cash flows.

Benefit 6: Management visibility. The dynamic connectivity provided by the Retriever solution enabled management to have transparency of all the active service and maintenance work occurring in the field – the status of jobs, the whereabouts of technicians, and the achievement of agreed customer service levels. This enhanced visibility aids efficient work assignment to increase the productivity of this company's field service technicians.

Conclusion

Aristocrat received many long-term specific benefits from their mobile field automation application. Through further mobilising their field services offering, Aristocrat was able to achieve the objectives set and involve a successful implementation of the mobile client. Retriever's mobile solution reduced costs for Aristocrat by minimising parts used, reducing stock in hand and faster billing cycles.

These benefits then flowed on into other areas of their business and provided more benefits through improving time sheet management and reduced the number of works in progress and increasing management visibility. Retriever Communications provided a complete solution for Aristocrat creating specific business benefits.

Retriever Communications

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