

AUTO WINDSCREENS IMPROVES EFFICIENCY OF TECHNICIANS WITH ZEBRA MOBILE DEVICES

TC55 ENABLES FIELD TECHNICIANS AT AUTO WINDSCREENS TO COMPLETE JOBS MORE SMOOTHLY



AUTO WINDSCREENS

Auto Windscreens is a leading UK automotive glass repair and replacement company. It operates a nationwide mobile repair fleet backed up by a network of fitting centres and a dedicated 24-hour contact centre.

The company's aim is to provide total customer satisfaction by being the best in the industry.

In 2014, Auto Windscreens wanted to upgrade the mobile device their technicians used with a faster and more efficient tool than the MC55. The company wanted a device that had the familiar look and feel of a consumer mobile phone but which could also withstand the bumps of use in the field.

Extensive research led Auto Windscreens to choose the TC55, a touch-screen, Android-based mobile computer from Zebra Technologies designed for enterprise use. Zebra Technologies partner Vodafone managed the rollout of the TC55s, while the Metrix software on the devices was provided by IFS.

The TC55s have been welcomed by the field technicians, who find the touch screens easier to use than their previous keyboard-based devices. The software loads more quickly, and moving between screens is faster on the TC55. The devices are tough and reliable.

They are also much easier to configure, which means Auto Windscreens has been able to integrate Metrix with other applications, such as Google Maps.

CUSTOMER PROFILE

Organisation:
[Auto Windscreens](#)

Location:
UK

Industry:
Automotive

Partner:
Vodafone

Zebra Technologies Products:
• 360 [TC55 Touch Computers](#)

CASE STUDY

TC55s HELP AUTO WINDSCREENS FIELD TECHNICIANS WORK MORE QUICKLY

“The Zebra Technologies TC55 devices have proved to be durable, user-friendly and easy to configure. Technicians can record the details of their job much more quickly than previously, and they also like the ability to use text messaging. We can add applications to the devices that will improve efficiency even further.”

Daniel Fiehn, Head of IT, Markerstudy Group



THE CHALLENGE

The devices used by Auto Windscreens technicians in the field to record details of a job were unwieldy to use. Sign-in took a long time and the Metrix application was slow to move through the process. The small keyboards made typing hard, and the devices were difficult to configure for use with other applications.

Auto Windscreens wanted devices that were faster and more flexible, enabling its technicians to complete their jobs more quickly and easily. The firm also wanted to be able to add other applications, such as corporate email and navigation. It was important that the new devices were similar to consumer phones, but had the durability of enterprise devices.

At the end of each job, the technician hands the device over to the customer to complete a survey about the quality of service, so it was important that the new devices were user-friendly.

THE SOLUTION

Auto Windscreens engaged Zebra Technologies partner Vodafone to replace the old devices with 360 TC55s. The application software, Metrix, was rebuilt in-house to work with the Android operating system used by the TC55s. Metrix drives the whole customer interaction process from the initial call-taking to invoicing, and guides the technicians through each step via a series of screens.

Because the new devices are much easier to configure, Metrix is now integrated with Google Maps, so technicians can use satellite navigation on the TC55s to direct them to the customer's location. In future, it's likely that other applications will be added, such as a fuel app to let technicians know where they can buy the cheapest petrol.

Zebra Technologies partner Barcode Warehouse is providing support for the TC55s: if one breaks, it provides a replacement the next working day. Barcode Warehouse also manages the handling of the devices for new joiners and leavers.

THE BENEFITS

The new devices are fast: the application start-up is 95% quicker than the MC55, while the sign-in screen for technicians is 98% quicker. They are also easier to use: some of the technicians have even called the service desk unprompted to say how much easier they have found the TC55s than the old devices.

During the switchover period, Vodafone supplied some well-known consumer smartphones to technicians, but these were easily damaged and often needed replacing. The TC55s, by contrast, are rugged and durable, so there have been very few breakages.

Dual front-facing speakers deliver four times the loudness of popular smartphones. This is particularly helpful when drivers are using the satnav.

The introduction of text messaging has made it easier for managers to notify technicians of important information, or for technicians to inform managers of delays or problems.

The devices also offer easier and faster ways to communicate throughout the business. For example, in a recent social media campaign, technicians were asked to take a photo with the customer using the TC55's built-in camera and send it to the marketing department for entry into a prize draw. The new devices allowed technicians to forward their photos with ease and for the marketing team to share them via social media.

The ability to develop more apps, such as the fuel app, will lead to further improvements in efficiency and effectiveness for Auto Windscreens.

Applications:

- Metrix software to record details of repairs carried out including cost

Benefits:

- **Improved efficiency:** Field technicians can work through the screens more quickly than previously
- **Usability:** The Android-based touch-screen devices are as simple to use as consumer phones
- **Configurability:** Auto Windscreens can configure the devices to use applications such as corporate email
- **Ruggedness:** The enterprise devices can withstand knocks, falls and bad weather

To discover the advantages that Zebra Technologies' TC55s can bring to your business, please visit www.zebra.com

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