



ICEE

Field workforce automation for service technicians improves customer service

Industry

Retail

Services

- Custom .NET development
- Mobile development

Benefits

- Improved service
- Better data accuracy
- Improved communication
- Timely and accurate invoicing

Key Microsoft technologies

- .Net Framework
- .Net Compact Framework
- SQL Server
- SQL Server CE
- MSMQ
- PocketPC 2002
- MIP Framework
- XML Web Services



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Customer Profile
H2405

The ICEE company manufactures, distributes, and services ICEE-brand frozen carbonated beverage machines, as well as an expanding variety of nutritional snack foods to food service and retail supermarket industries. To support its customers, ICEE employs over 450 field service technicians who provide onsite maintenance and support to thousands of convenience stores, amusement parks, theaters, and malls across the country.

Inefficient manual processes and limited communication between dispatchers and field technicians had slowed service and caused delays in customer billing. Therefore, ICEE needed to implement a robust mobile/wireless solution to extend its corporate customer service system to its field workforce and improve the accuracy and timeliness of service order dispatch, data collection, invoicing, and communications.

ICEE contracted industrial data collection integrator and EMC[®] Microsoft Practice partner, Tolt Technologies, to implement the field service automation (FSA) solution. The EMC Microsoft Practice built the FSA solution on the Mobile Intelligence Platform (MIP) .NET Edition to create a highly customized, mobile/wireless solution to meet the client's business needs. Based upon Microsoft .NET and .NET Compact Framework technologies, MIP ensures the scalability and extensibility required of an enterprise-grade, mission-critical solution.

The solution has enabled the company to improve communication to quickly dispatch a service technician to a client site with the information necessary to provide optimal service; provided dispatchers the ability to track status of service orders and their associated service technicians from assignment, to dispatch, to onsite arrival, to closure. It also reduced the amount of data entry required for the service technician by pre-populating many fields with data from the customer service system, and improved data accuracy by providing the ability to select data from drop-down lists—such as model numbers, resolution codes, and juice distributors—for many fields on the service orders. Invoices are also more accurate since human error in calculating invoices has been reduced by providing calculated sub-totals and grand totals for all invoicing fields needed to complete a manual invoice for COD customers.