



R.B. Zack & Associates, Inc.

Case Study: FuelTrac Tech App System

SunWest Engineering Constructors, Inc. is the leading source for companies requiring professional fuel tank expertise with commitment and efficiency in all phases of the service monitoring, maintenance and repair complex compliance and innovative design.

Challenge: Provide field service technicians an off-line application to manage their service calls

The key to SunWest's business is to empower field service technicians with technology that facilitates their service visit and provides the corporate office with near real-time visibility into the work. Managing the regulatory paperwork associated with their business in a manner that ensures compliance is critical to the success of the business. The existing system did not offer a reliable solution and its outdated technologies were rapidly becoming unsupported. SunWest wanted a solution that would give them full control over how to maintain work order documentations and offer a robust technology solution that would take them well into the future. Addressing the need for the system to fully function without internet connectivity introduced challenges to SunWest's work order submission workflow.

Solution: Portable Service Tech Application - TechApp

To address the needs of the service technicians, RBZ&A developed a service technician application. Technicians needed a way of reporting their service visit, completing required paperwork and notify the office of their daily activities. We solved this issue by developing a multi-component application to manage the entire service delivery of SunWest. The FuelTrac Tech App handles the technicians daily requirements for their job in the field, and communicates back to the other system components in the corporate office. The backbone to the entire application suite is a WCF set of webservices that handles all the communications and transactions between the technician, and a document management system that handles the service operation at SunWest. The FuelTrac Tech App application is a portable Windows-based application that is used by technicians out in the field. The application manages the reporting of their service activities through form based entries, uploading images (before, after service), manage parts and inventory, and digitally sign the work order forms and associated compliance documents. All the information for each service visit is transmitted securely using SSL to the DocLink using the WCF web services.

Results:

- Portable field tech application with integrated security and Internet-less work order processing
- Digital Signature
- Auto-save feature

Technologies Used:

- .NET Framework 3.5
- MS Visual Studio 2008
- MS SQL Express
- WCF
- Symantech Security
- DotNet Bar
- O2S PDF

For more information, contact us today at sales@rbza.com or 310.303.3320.

"The self-installing feature in the Tech.App makes deploying updates to the field as simple as dropping a file in a folder. The next time the service techs launch the application, the new version installs automatically."

Michael Barber –
Operations manager SunWest