

## CASE STUDY

# Ingersoll Rand increases productivity, reduces costs and improves quality of service



## BUSINESS GOALS

- ✓ Eliminate redundant tasks
- ✓ Become more efficient at field data collection
- ✓ Streamline communications processes

## RESULTS

- ✓ £48,818 saved each year
- ✓ Increased employee efficiency due to improved process and accuracy
- ✓ Increased customer satisfaction due to reformed communication with field employees

# The Challenge

Ingersoll Rand have 50 Service Engineers and 14 Installation Engineers who carry out reactive and planned preventative maintenance of all Ingersoll Rand automatic door systems. With 14,000 managed assets across the UK and the installation of approx. 150 new systems every month, the Service Engineers play an integral role within the company. Major clients include Sainsbury's, Marks & Spencer, Home Retail Group, Aldi, Primark and many more.

Before using TrueContext from ILG Business, the Service Engineers had many paper-based processes, which they carried out on a day-to-day basis. This included completing the relevant duplicate form and using a variety of duplicate pads to cover all aspects of the process. The Engineers were then expected to post a copy of all the relevant forms to Head Office for processing. Each job was issued by text and the location of the Engineer was dependent on them contacting and asking the individuals for the details. Manual storage processes included scanning of paperwork and then attaching the scanned copy to the service request.

## The Solution

As the UK's sole agent for TrueContext, ILG Business was the perfect partner for Ingersoll Rand for many reasons. TrueContext is infinitely configurable which allows for continual improvements and updates to be made which makes this solution the ideal fit. ILG Business are the full service provider for TrueContext and past experience shows that there is a greater accountability risk when a combination of providers are involved. TrueContext is D&B checked and allows for encrypted transactions, which means it is an extremely stable and reliable solution to use. With proven fleet management experience, ILG Business was able to provide Ingersoll Rand with security, access and response.

## The Benefits

The equipment and software has been well received by Engineers and functions reliably from day to day. The transmission of documents is robust and Ingersoll Rand have not lost a single document since using TrueContext. Employee engagement as a result of improved communication has been tremendous and the 50 engineers feel more integrated with the rest of Ingersoll Rand.

Not only has TrueContext saved Ingersoll Rand money, it has also improved customer satisfaction due to improved revisit planning, enhanced employee engagement and reformed communication with field based employees. Engineer efficiency has also been boosted due to improved process and accuracy.

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