

Real-time Field Services Monitoring

- **Company**

Electrolux **designs and sells kitchen, cleaning and gardening equipment**, as well as tool-machines dedicated to Industry

- **Customer Challenge**

Equip its field force with a mobile solution to track interventions on the machines in real time

- **Solution**

300 Baracoda Roadrunners connected to QTek S200

- **IT Architecture**

Information transmitted via GPRS Edge to Electrolux central server

- **Key Benefits**

- **Real-time traceability** of spare parts carried in technicians' vehicles
- **Optimization of technicians' tours** : they are sent to the right place, at the right time
- **Pocket PC capitalization** by integrating both a business application and a barcode scanner



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