

Elevators/Escalators Field Services and Stock Management

- **Company**

KONE is a worldwide-known service company that **sells, manufactures, installs, services and modernizes elevators / escalators** and services automatic building doors

- **Customer Challenge**

Make sure that field force works on right elevators. Replace the too bulky and rugged terminals by a solution that is well-adapted to dark and enclosed spaces

- **Solution**

320 Baracoda Pencil connected to QTek 2020

- **IT Architecture**

In-house user solution
Baracoda Manager Plug-in integrated in the application

- **Key Benefits**

- **Real-time traceability** of spare parts carried in technicians' vehicles
- **Optimization of technicians' tours** : they are sent to the right place, "just in time"
- **Pocket PC capitalization** by integrating both a business application and a barcode scanner
- **Security for technicians** : the central server always know where the field force is working



In partnership with **teamsoft**