

TAKING WORK ALONG



Category: Process Improvement



With growing adoption of smartphones and tablets, the desire of business owners to have data at their fingertips, whether in office or not, has come to fore.

The convenience associated with viewing business data anywhere at all times has triggered an increased need for growing IT infrastructure and the need for software to be responsive to various screen sizes, configurations and platforms.

Apart from convenience, increased information flow & faster decision making help in lowering TAT for critical processes

How we helped a leading pharma equipment manufacturer to reduce turnaround time on Services billing by making them adopt a combination of web and mobile technologies

Our client sells pharmaceutical equipment across the globe. These equipment require installation & set-up and periodic maintenance services. Post every installation or service, the Service Engineer (SE) takes customer approval stating satisfactory services. Once the SE is back from the visit, a report is sent to the client's Accounts Team for billing purposes. The main problem faced by management was that often the SEs sometimes travelled from one customer to another for weeks without coming back to office. The Accounts team had to wait to get the report and this affected the billing.

We recommended them an open source based web application and its Android app. The SEs were given tablets to access the app on the go. The app generated the Service Report and had a signature panel on which the customer signed off for satisfactory services. Once confirmed and signed the SE would mail the report to the Accounts Team and they were able to bill the customer almost instantly.

As a result the billing and collection cycle improved considerably. Many customers took cognizance of the fact that our client was improving its technology prowess. The SEs were also motivated that the entire process had got online and saved them from manually compiling the service report and the constant bickering of the accounts team to submit it.

Contact Us

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We are happy to assist you in technology endeavors for process improvement. Have questions about how we can help? We are just a phone call away on weekdays and accessible via email at all times.