



Xora works closely with this nationally-known furniture manufacturer. The company designs, manufactures and markets a line of adjustable-firmness mattresses. Its products are sold nationwide through its more than 400 stores, selected bedding retailers and online

etrace enhances the management of delivery schedules by tracking the location and productivity of service technicians

The furniture manufacturer uses Xora's mobile workforce management solution, etrace, to support its team of more than 350 service technicians who deliver and set-up custom beds for customers nationwide.

Business Challenge

Historically, the furniture manufacturer relied upon a totally paper-based delivery system, faxing up to 500 delivery work orders each day to more than 100 shipping docks across the nation. Service technicians – who went to the shipping docks straight from home – received the work orders, loaded their trucks with the day's shipping orders and set out to make their deliveries.

This process proved inefficient, as the manufacturer's schedulers had no visibility into the location or productivity of its service technicians, making it difficult to communicate accurate delivery times to customers. Service technicians also often called route schedulers for directions to a destination if they got lost.

To help streamline the delivery process, the company initially implemented a field service application from Oracle, but the software was very expensive and did not include the necessary GPS functionality they required, according to the company's project manager and business analyst.

"The system was overkill. There were lots of bells and whistles, but not the right ones. As a company that makes hundreds of daily deliveries to customers, we needed to migrate from a paper-based delivery system to a wireless solution that enabled our service technicians to be more efficient and provided real-time visibility into the location of our delivery trucks and other assets."

etrace Solution

After evaluating several vendors, the furniture manufacturer implemented Xora's etrace, a location-intelligent solution that leverages GPS- and application-enabled mobile devices to provide organizations visibility and control of their mobile field service activities.

The manufacturer initially chose etrace for its integration capabilities with

the company's existing Oracle field service application, allowing the company to cost-effectively leverage its IT infrastructure assets. Furthermore, when the manufacturer recently decided to switch its entire technology platform from Oracle to SAP, Xora was able to demonstrate etrace's ability to work seamlessly with SAP within a matter of days through the power of the company's integration services – a part of Xora's appmosphere™ platform.

"Since our implementation of etrace, the support, service and training we've received from Xora has been outstanding. We've completely eliminated our paper processes, and have come to rely on etrace as a key technology asset for our field service team."

Results

Now, instead of faxing documents, the furniture manufacturer generates the work orders, which are then automatically funneled wirelessly through etrace to the appropriate field service technicians' handsets. The delivery team is provided the necessary product information and driving directions to complete the customer delivery.

Schedulers also are able to instantly determine the location of a delivery truck and whether a delivery has been completed, eliminating the need to continually call service technicians for updates on accurate delivery times for waiting customers.

"With etrace, we've greatly improved our ability to effectively manage delivery schedules by tracking the location and productivity of service technicians. The real-time data provided by etrace has improved our delivery accuracy, productivity and overall customer service."

Learn More

Call 877-GPS-XORA (877-477-9672) to speak with a Xora sales representative.