

CASE Study

Dispatch Direct for Field Service Automation

The Client

Intelex specializes in POS rollout installations for national retail outlets. Intelex has over 16 years of experience and industry knowledge. As a turn-key POS installation provider specializing in new stores and rapid roll-outs, Intelex offers project management, redistribution, cabling, and equipment and software installations.



The Challenge

Intelex was looking for Field Automation Software that would streamline their processes to be better able to manage their increased workload. To maintain their high level of customer service, they needed a solution that would ensure that work was scheduled in a timely manner and pricing was accurate. The application needed to be shared so appropriate personnel could access real-time information easily and have detailed reporting functionality to enhance strategic planning by management.



The Solution

Intelex chose to implement Dispatch Direct field service automation software.

Dispatch Direct allows Intelex to access all the information they need to manage their daily service calls, including the location of their service people, appointment schedules, length of time spent at each call and project status. By having an integrated system, Intelex can see real operational and workflow efficiencies:

- Invoices are transferred automatically into

Intelex's accounting system, reducing time spent on manual entry.

- Inventory items are imported directly into Dispatch Direct, ensuring current pricing is on all invoices.
- Integrates with a database of nationwide sales tax rates, reducing the time involved in looking up rates and ensuring that the accurate sales tax rate is used.
- Subcontractors enter invoices through the Web site, ensuring accurate pricing and allowing chain of approval.
- Project Managers easily bill work by linking projects with contract pricing.
- Increased revenue by having a common

“Dispatch Direct has allowed us to reduce overhead by significantly eliminating redundant data entry related to scheduling, dispatching and invoicing of calls.”

—John Ringis
President, Intelex, Inc.

database which provides access to a list of work orders not invoiced, ensuring all billable work is billed.

By tailoring the application specifically to suit their needs and automating work order management, Intelex has been able to see gains in productivity while maintaining a high level of customer service. The solution was customized on time and on budget.

“Dispatch Direct has become the backbone of our operation. It has allowed us to enhance communication with our techs, it has increased our accuracy with dispatching work, significantly reduced redundant data entry, streamlined the billing process and we now have access to a multitude of reports that allow us to identify performance patterns with a particular project or technician before they become a real problem.”

—John Ringis
President, InteleX, Inc.

The Future

Future plans include equipping field personnel with notebook computers and Dispatch Direct mobile. This will enable them to retrieve work order information from the Dispatch Direct database, enable them to work offline and process orders, obtain customer signatures, attach photos to work orders, enter their expenses and send these updates back to the Dispatch Direct database when connected to the Internet. Additional features of Dispatch Direct will be implemented to manage material needs for service work, integrate the Dispatch Direct database with Payroll applications and give InteleX customers access to a Web site where they can view status of work InteleX is performing for them.

Dispatch Direct has been a great tool in increasing the productivity and efficiency of InteleX's business processes and has provided a foundation to continue the high level of service their customer's have come to expect.

To learn more about Dispatch Direct
please visit
<http://www.DispatchDirect.com>

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