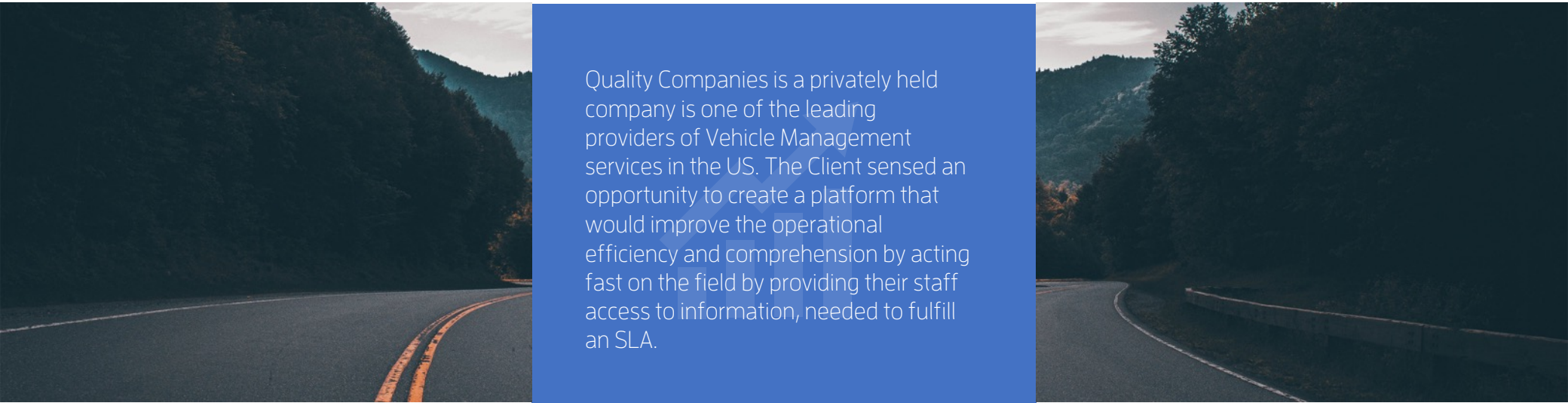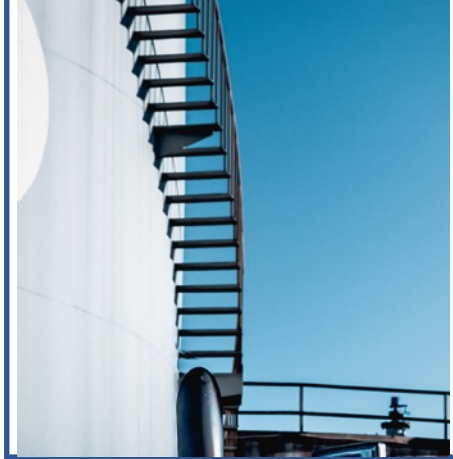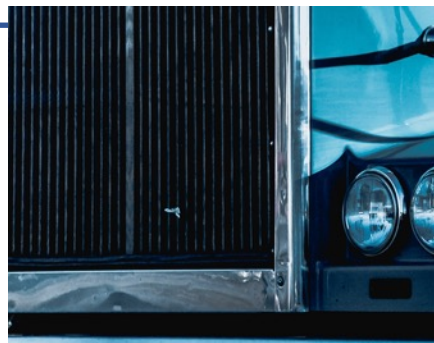# CASE STUDY
QUALITY
COMPANIES
Field Service Management

A KROSSARK CASE STUDY

Quality Companies is a premier industry provider. They focus on a wide variety of offerings including fleet and owner operator leasing, truck and trailer sales, maintenance, and business services to help fleets become more profitable

SYNOPSIS

Quality Companies is a privately held company is one of the leading providers of Vehicle Management services in the US. The Client sensed an opportunity to create a platform that would improve the operational efficiency and comprehension by acting fast on the field by providing their staff access to information, needed to fulfill an SLA.

BUSINESS NEED

Since the company wanted to improve the efficiency of their existing workforce, the company wanted to develop software that would enable seamless communication between the office staff and the field staff by offering real-time alerts. The solution should optimize service schedules to execute field jobs to expedite customer's request.

CURRENT STATE

In the course of the application development, the following challenges were thrown up:

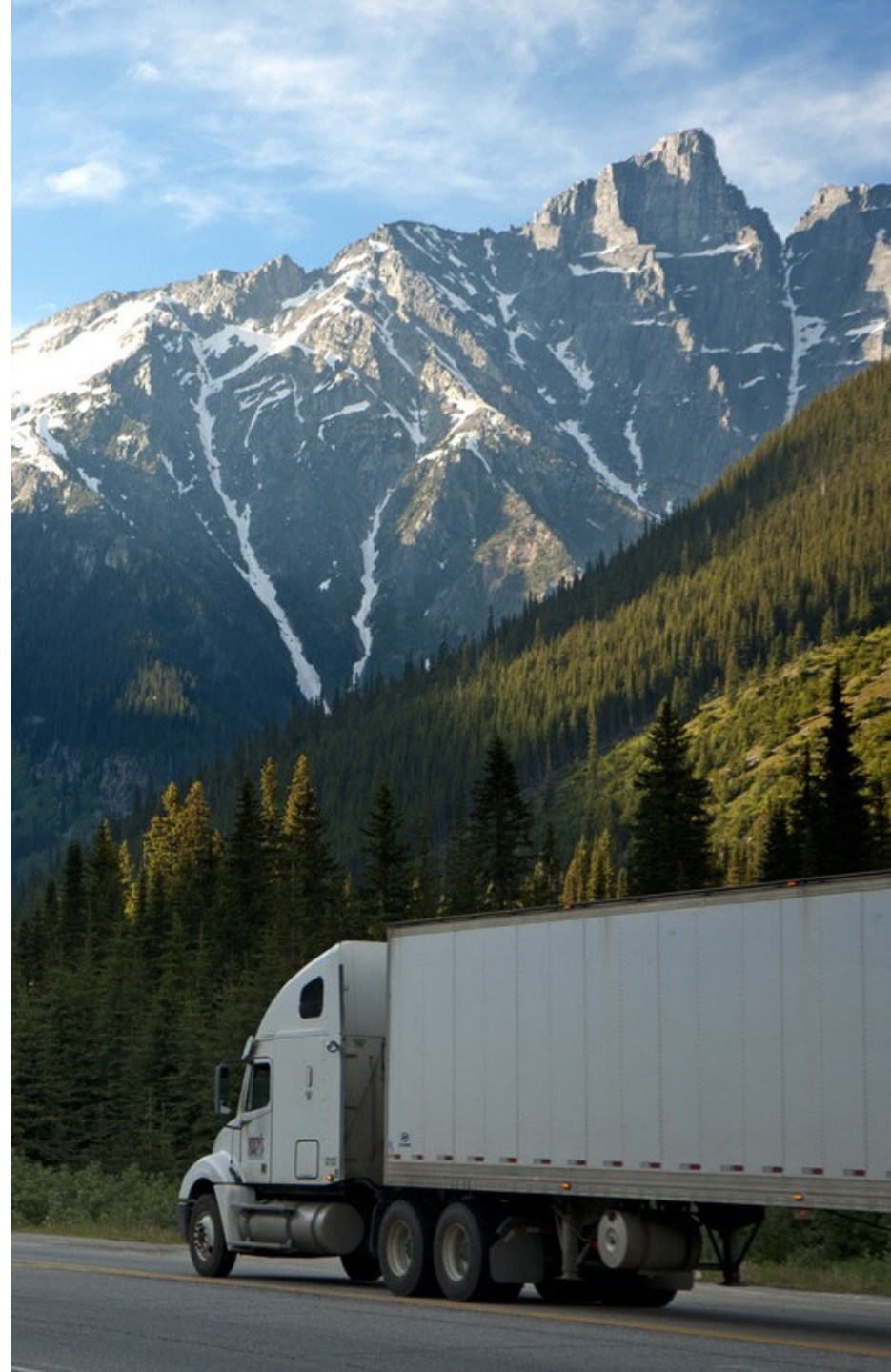## Scale Up
The client wanted to develop a system that would scale up to meet the increasing needs of the customer

Reduce Costs
The client wanted to build a robust system that would curb the rising cost of operations.

Real Time
The client wanted to develop a system that would enable real time communication and resource location.

OUR ROLE

The Krossark team pooled the cumulative experience of its Logistics Practices to develop an application that would work consistently on the Web, Android and IOS devices. The team developed

An App that's Simple

When a customer raises a service request for a broken truck, the Service Manager assigns a nearby available service truck to customer's location. The technician receives a real-time alert informing him about the location of the truck and the cause of the problem, in case of a part replacement, the technician has the option to raise a i)request for a new part from the Store ii)Procure a part and invoice it to the customer. At any point in time, the service manager will be able to track the status of a service order request raised by the customer on the scheduler module of the app. After a service is complete the accounting manager can invoice the customer.

A consistent User Experience

The application offers a uniform user experience across web, IOS, and Android devices. The Krossark team created a standardized application to account for the diversity in form factor, standard size, and resolution in web, Android, and IOS versions

A Balanced App

Using agile methodology, Krossark accelerated the development process through reuse of business logic. Periodic releases provided early feedback and ensured parallel testing. The user interface of the application was optimized for superior performance.

BENEFITS

The Krossark solution delivered the following benefits:

The application allows better status tracking of a customer request. The company could also expand its portfolio of offerings.
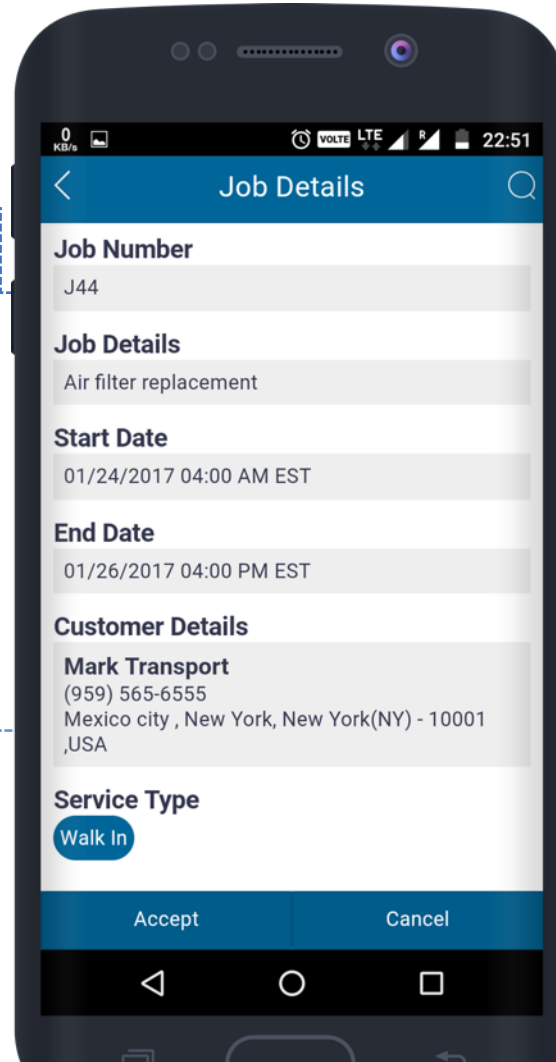
This obsolete-proof infrastructure is designed to adapt and expand along with the operations of the company.

The modern architecture implemented, met the existing needs of the client fully. The software integrates with Karmak Fusion and Google Maps.

Using Agile Methodology fastened the development process. Periodic releases ensured less occurrence of critical defects

Job Details

Job Number
J44

Job Details
Air filter replacement

Start Date
01/24/2017 04:00 AM EST

End Date
01/26/2017 04:00 PM EST

Customer Details

Mark Transport
(959) 565-6555
Mexico city , New York, New York(NY) - 10001 ,USA

Service Type
Walk In

Accept   Cancel

BENEFITS

The offshore-onsite operations ensured that the client got the advantage of support around the clock.

Consolidation of customer facing processes with the aid of modular, loosely coupled systems helped the client to deliver tremendous value and dramatically improved customer relationship.
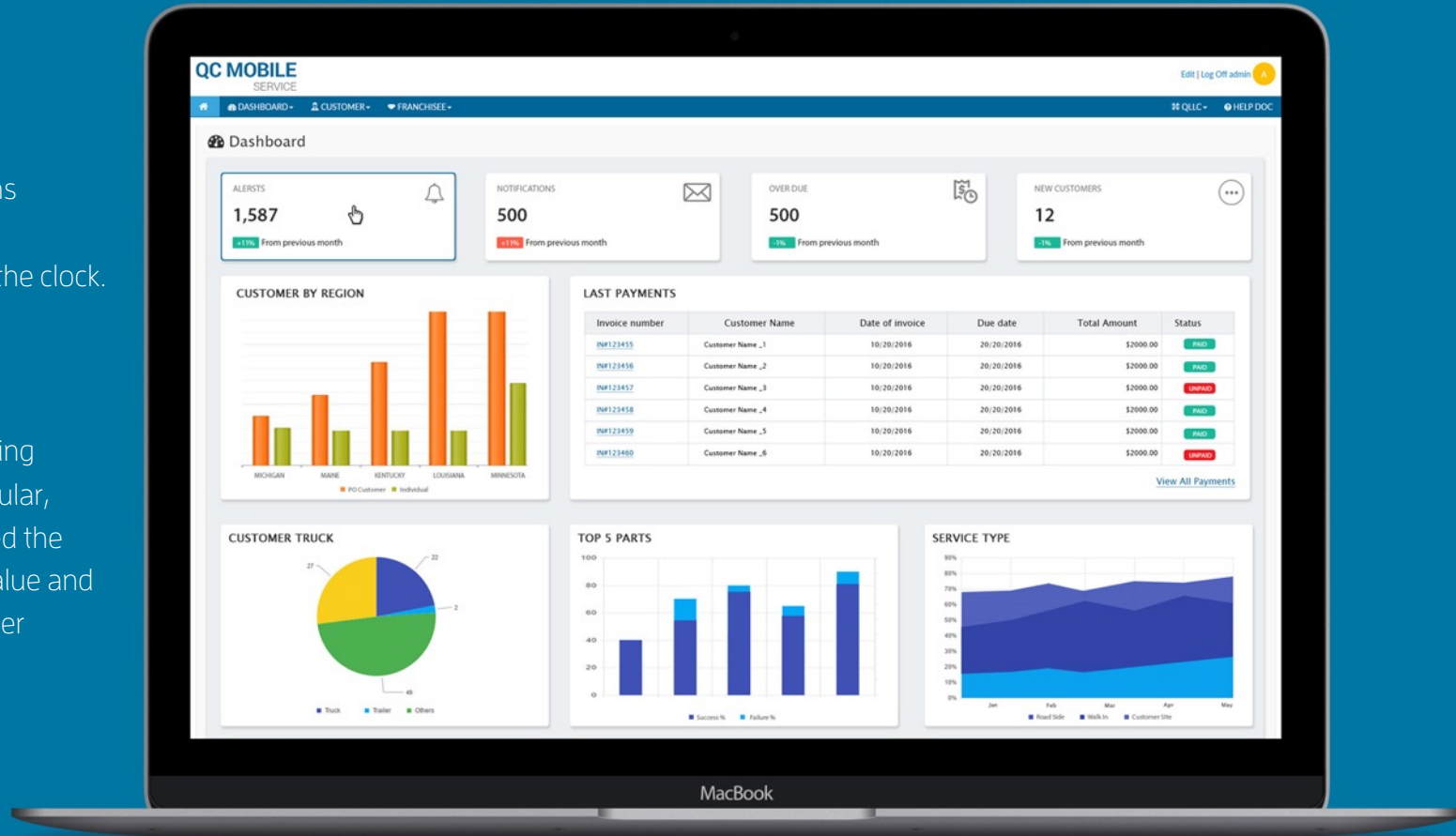
CURRENT
STATUS

There are around 200 users using the product and we are working on new development based on the business needs. Due to the successful rollout of this product, Krossark has become the preferred technology partner for them.
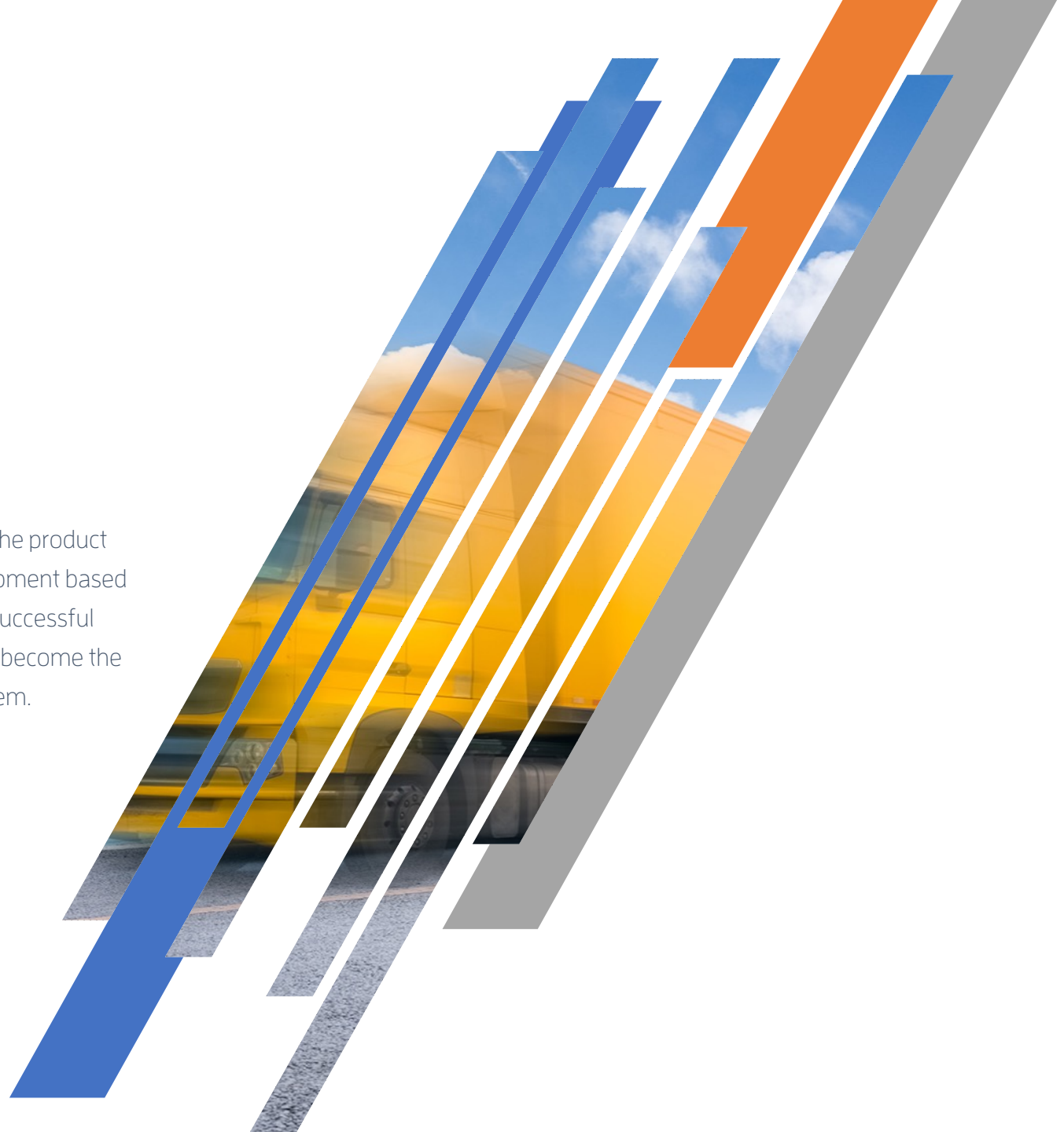
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KROSSARK

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