

# RHEEM MOBILIZES FIELD SERVICE

Fully-featured, next generation field service mobility solution effectively extends SAP to the field

## KONY CASE STUDY

Rheem Australia is a wholly owned subsidiary of Rheem Manufacturing, which in turn is a wholly owned subsidiary of Paloma Industries Ltd, a world leader in water heater technology and manufacturing. The Rheem service division in Australia employs 65 technicians across the country who install and maintain Rheem water heaters.



## Challenge

Rheem had in place a mix of 'data head' technology and two-way, voice only radio which enabled information to be deployed to their technicians in the field. The project required the replacement of this infrastructure in addition to the delivery of innovative functionality to the Rheem field technicians using ruggedized PDAs.

Rheem needed a mobile solution which would enable field service technicians to receive and process service orders for maintenance or new installations, manage van inventory and process customer payments.

## Requirements

Rheem's business case was based on productivity. By introducing the new technology, the manual transposition of data between data head/phone was eliminated, as were handwritten field documents. Additionally, the accuracy and timeliness of data was greatly enhanced. As a result, Rheem's field technicians are more productive and Rheem is able to provide superior field service to its clients.

## Solution

Rheem selected Kony SkyMobile (formerly SkyMobile from Sky Technologies which was acquired by Kony in 2012) to provide the full, end-to-end solution using rugged equipment and a wireless network connection.

Rheem replaced the outdated radio network and delivered a fully-featured field service application to the technicians by effectively extending SAP to the field.

The final solution was delivered using Kony SkyMobile, which enabled the mobile application to be developed inside SAP, without the need for middleware. SAP service orders are dispatched to the technician via the mobile network.

## AT A GLANCE

Rheem Australia is a wholly owned subsidiary of Rheem Manufacturing in the USA, which in turn is a wholly owned subsidiary of Paloma Industries Ltd in Japan, a world leader in water heater technology and manufacturing.

## INDUSTRY

Maintenance

## SOLUTION

Kony SkyMobile

## RESULTS

Rheem replaced the outdated radio network and delivered a fully-featured field service application to the technicians by effectively extending SAP to the field.

## Solution Details

As Kony SkyMobile is middleware free, all integration touchpoints are visible and managed with the graphical and easy-to-use management console. This enables key business users to be proactive and have the confidence in knowing transactions are monitored from initiation to final posting – all inside SAP.

Once the work is completed, the technician can record all the required information for subsequent synchronization to SAP.

Other functionality includes:

- Processing of the credit card payment with real-time bank authorization.
- Printing of documents on mobile printer including payment receipts, field service reports and quotes for new installations
- Van inventory is stored and managed on the mobile application. SkyMobile manages all data on the device, including synchronization with SAP, as well as establishing and monitoring the network connection

## Device Management

The device management console resides inside SAP and enables support staff to view every detail that is associated with the remote device. In this way, information such as logs, configuration, database definitions and data can all be easily displayed from the device's administration web page via the mobile network.

The application is deployed remotely over the mobile network. This enables new software versions and changes to application functionality to be deployed without the need for technicians to bring the device back to a central location.

Rheem was originally a customer of Sky Technologies. Sky Technologies was acquired by Kony in 2012.



## About Kony Solutions

Kony is the industry's leading mobile and multichannel application platform provider. Kony develops a suite of customizable pre-built apps, the KonyOne™ Platform and a comprehensive mobile application management solution, which give companies the confidence and control to quickly build apps once and deploy everywhere — across all mobile devices and operating systems. Kony's customers include more than 70 Fortune 500 companies, the largest global bank, and global brands such as Hyatt, Huntington National Bank, Konica Minolta, Schweppes, Toyota, Tyco and Carl Zeiss.

In 2012 Kony was named a "Visionary" in the Gartner Magic Quadrant for Mobile Application Development Platforms (MADP) report. For more information, please visit [www.kony.com](http://www.kony.com) or connect with Kony on Twitter, Facebook and LinkedIn.