



## MISSION CRITICAL FIELD SERVICE: MOTOROLA CANADA CASE STUDY

### THE CHALLENGE

Motorola Canada, a division of the global communications leader, had just won a huge contract. They would be supplying and supporting the communications for the police, fire and emergency services for the province of Quebec.

To do that effectively, they needed to fully automate their mission-critical field service processes, including call center, scheduling and install base management. They wanted to extend the solution out to the field via a mobile component, and needed a web-portal that subcontractors could use to report their parts usage. Finally, the solution needed to be presented in multiple languages to support the end-user base.

They were starting from scratch, and working on a very tight deadline—they needed to have 100 users live within a month.

### THE SOLUTION

To meet their needs, Motorola Canada chose IFS Field Service OnDemand, IFS Field Service Management SaaS solution, for its combination of superior functionality and configurability, all of which could be delivered to meet their tight timeline.

“Motorola Canada needed a fully loaded field service automation solution, and they needed it fast,” commented Larry Laux, Senior Vice President, IFS North America. “Unlike some existing SaaS solutions, IFS Field Service OnDemand delivers all the functionality essential to delivery of high-value field service. In addition, the per-user, per-month licensing structure and low upfront costs have little impact on the budget, shortening the approval process. Those considerations, plus rapid implementation made IFS Field Service OnDemand a natural fit for Motorola. This is an excellent example of a company leveraging technology to meet business needs.”

### THE RESULT

“We were up-and-running in three weeks and hit our go-live deadline,” said Carl Riddell, Director of Motorola Canada. “The implementation of IFS Field Service OnDemand went very smoothly and the uptime has been outstanding. Plus, the intuitive interface, which is displayed in the user’s preferred language, made it really easy for everyone to start using the application immediately.”

### ABOUT MOTOROLA CANADA

Motorola Canada is a division of Motorola Solutions, a leading provider of mission-critical communication solutions and services for enterprise and government customers. Through leading-edge innovation and communications technology, it is a global leader that enables its customers to be their best in the moments that matter. Motorola Solutions trades on the New York Stock Exchange under the ticker “MSI”. Headquartered in Schaumburg, USA, Motorola Solutions has 23,000 employees in 65 countries worldwide.



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**IFS METRIX ONDEMAND: NO INVESTMENT. NO RISK. NO WAITING.**

IFS Field Service OnDemand is a powerful Software-as-a-Service (SaaS) solution for automating your field service business. With 30 years of service productivity secrets embedded into the product, IFS delivers incredible field service functionality from service request, solution triage and return/repair to dispatch, schedule, call closure and billing. By focusing 100% on field service automation, IFS Metrix Service Management's deep functionality helps service businesses get up-and-running faster with more ROI and less configuration.

IFS Field Service OnDemand is a hosted, web-based application, attractively priced on a per-user, per-month basis. Your company can be up-and-running with a new field service automation system in just a few weeks. With IFS, your company can increase profits and improve field service, immediately.

**BENEFITS**

- Complete suite of functionality for high-value service delivery
- Low upfront costs
- Budget-friendly pricing licensing structure
- Rapid implementation
- User-friendly user interface



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Carl Riddell, Director of Motorola Canada



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