

## Technician Management Application

### Client Overview & Background

One of a leading US based, multi-vendor IT services Provider Companies was seeking for a solution to manage their contracted technician professionals who are serving their clients in the field.

### The Problem

With the increased competition in the market, they were losing dominance over the industry. Their competitors were delivering faster services as compared to them.

Unlike their competitors, they were working on traditional call system & excel based work, in order to manage their field service chores.

The client wanted a solution to automate the whole procedure, from taking orders to final payment to the technicians. They needed to make sure that the technicians get the orders on time & the delivery of the work order is done within the SLA.

### Rigel Delivery

Rigel Networks provided them a highly scalable & flexible mobile based solution. Our proficient Mobile App development team created a customized technician management application that served as a medium between the vendor & the technicians. The Application was developed on both iOS & Android platforms within 4 months, involving 4 proficient developers.

### A Few Key Features

- ✓ Enablement of secured user authentication through unique user login
- ✓ The application keeps field workers connected to the office, in a simple app, allowing them access to up to date job and service requirements.

- ✓ The technicians can automatically see available work orders in their area.
- ✓ They can directly accept the orders they desire assuming they have passed the qualifying tests for the equipment to be serviced.
- ✓ They can service work order by specifying the ETA.
- ✓ Technicians can specify at their profile level, their working hour availability, the way they wish to receive payment, submit online W9 information, and manage their Base Address and distance of work area to view available work order in respective area.

## Technologies

### **iOS**

- ✓ Programming Language: Objective C
- ✓ Framework: iOS SDK 8.0
- ✓ Database: SQLite 3.0.
- ✓ Tools: Xcode 6

### **Android**

- ✓ Programming Language: JAVA
- ✓ Framework: Android SDK
- ✓ Database: SQLite 3.0.
- ✓ Tools: Eclipse, SQLite browser

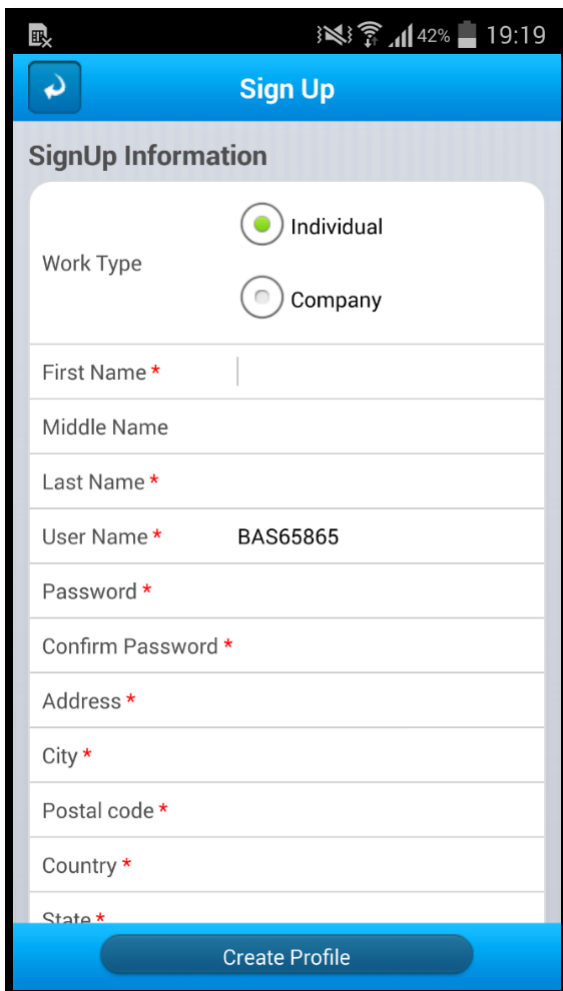
## Customer Experience

Once, the client lost his entire data. Panicking, he gave us a call around 2:00am. Our technical IT support team, who are available 24\*7, immediately processed his request & helped him retrieve his data within 2 hours.

He was very much happy by our upfront support & brisk service, that he recommended us to two other business personnel, who are now our happy clients.

## Results

- ✓ Their client base increased by 45%, due to their timely delivery.
- ✓ Their operational cost reduced by 73% by hybrid workflow.
- ✓ Now the client enjoys better success in image & brand building with a definite increase in worker & company productivity, which in turn gave a boost to their revenue.
- ✓ Talking of the competition, due to usage of our app, the client is now enjoying the dominance over the entire industry by his timely delivery & happy customers.



**Sign Up**

**SignUp Information**

Work Type  
 Individual  
 Company

First Name \*

Middle Name

Last Name \*

User Name \* BAS65865

Password \*

Confirm Password \*

Address \*

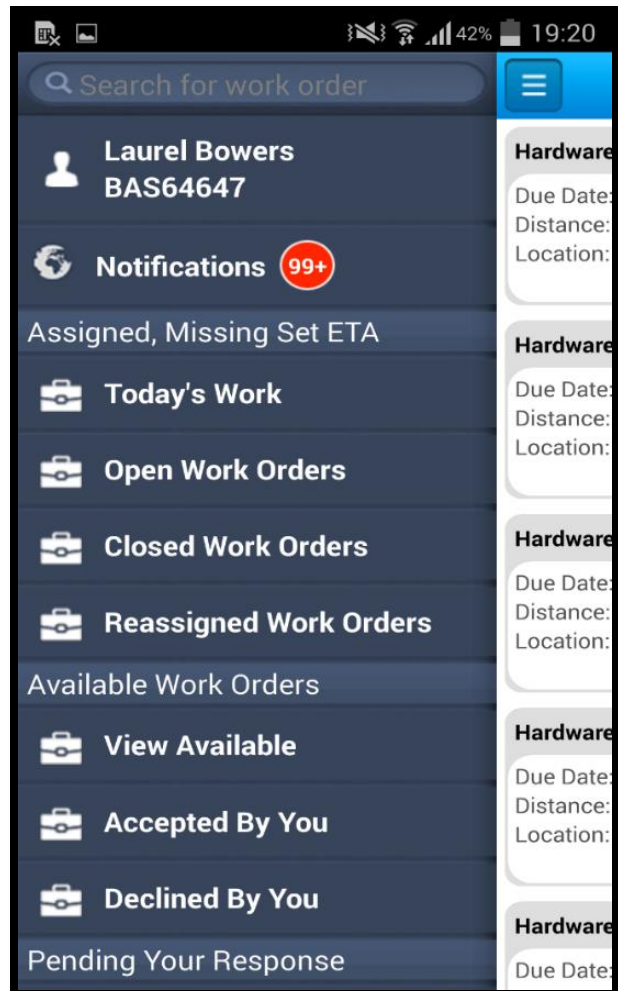
City \*

Postal code \*

Country \*

State \*

Create Profile



Search for work order

Laurel Bowers  
BAS64647

Notifications 99+

Assigned, Missing Set ETA

Today's Work

Open Work Orders

Closed Work Orders

Reassigned Work Orders

Available Work Orders

View Available

Accepted By You

Declined By You

Pending Your Response

Hardware  
Due Date:  
Distance:  
Location:

Hardware  
Due Date:  
Distance:  
Location:

Hardware  
Due Date:  
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