

simPRO Mobile Case Study:



## MOBILE AUTO HOSES

[www.mobileautohoses.com.au](http://www.mobileautohoses.com.au)



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### Business Background:

Mobile Auto Hoses provide a complete automotive hose & pipe manufacturing service.

With their franchisees spread across Australia, Mobile Auto Hoses offer a specialist service to their customers with a rapid onsite response. Mobile Auto Hoses are the only mobile hose service company that specialises in automotive hoses and fittings.

Mobile Auto Hoses franchisees are fully equipped to manufacture hoses and pipes for most makes and models of vehicles onsite at the customers' site, which save their clients both time and money.

### Business Need:

Mobile Auto Hoses is a business that completely derives its revenue from mobile field service and as such has business needs common to most service based organisations today.

The current system was an extremely manual and paper based system. The jobs having been received by phone, were entered into an isolated computer program, then phoned through to the field staff who then manually re-recorded all the info. The jobs were then completed and the info written down then phoned back to the call centre staff who would type this information into the computer system prior to completing invoicing and account paperwork.

The scheduling of work, stock control, systemised quoting and compilation of reports were managed using separate systems and spreadsheets consuming substantial business resources. Another concern was mainly around double handling of data and double entry in to databases, including the difficulty of then entering the required data for MYOB and BAS compilation. Mobile Auto Hoses were getting bogged down by administrative paperwork and were unable to grow the number of field staff without feeling the pressure in the office.

### Solution:

After thorough investigation of business tools available in the market today, Mobile Auto Hoses chose to implement a single system that would address all of their needs. They selected the simPRO Mobile system.

Mobile Auto Hoses immediately enabled all of the field staff to have access to a mobile terminal whilst office staff would access information from the PCs at the office. The job information was entered into simPRO **once only** then scheduled to the field staff electronically which enabled the data to be





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transferred instantly to the field workers Windows Mobile phone. The field staff would complete the job on their Windows Mobile phone entering any additional information required. This information was then sent immediately back to the office automatically. Mobile Auto Hoses were also able to load their unique catalogue directly into the simPRO system.

### Result:

simPRO Mobile provided a single system, fully integrated with a mobile device to collect parts used, time onsite, job costing and job scheduling which has been a huge advantage for Mobile Auto Hoses, enabling them to continue to grow their field service business without fear of being held back by paperwork and administrative costs.

### Comments from Mobile Auto Hoses Directors:

Mick and Sonya write "Since using the system since March 2006, these are some of the changes in our business: With job booking and scheduling, we have seen **huge improvements within the field** by better organisation of the day and time management. The job is automatically logged with entry and any changes to it. This enables us better management to know what response times we are providing to our clients. We have updates coming automatically into our system from the mobile terminals in the field"

"Regarding cash flow: we are now working in **real time** and in one database for our sales and I am finding this great. The **invoicing is easy and payments in the one file has made it a lot easier**. The invoices and statements are very professional looking."

"The multi-warehouse function for stock has seen a huge decrease in double entry and time waste. The reports for stock are great. I have found the integration to MYOB to be fantastic, it eliminated lots of data entry."

After starting with the new system, we have been able to grow our business in the field without growing our commitments in the office. We have seen huge efficiency improvements in almost all aspects of our business and look forward to growing with confidence.

**Sonya Loyden and Mick Horsburgh**

Mobile Auto Hoses selected an integrated terminal for their field staff. This one terminal receives all work information, enables signature capture, photos and makes standard mobile phone calls. Alternatively, mobile terminals with barcode scanners and magnetic card readers are also available.

For more information on any aspects of this case study:

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