



Ingersoll Rand



Company Profiles

Ingersoll Rand is composed of a diverse array of business and market-leading brands serving customers in global commercial, industrial and residential markets. Ingersoll Rand advances the quality of life by creating and sustaining safe, comfortable and efficient environments.

ILG Business is a business-to-business technology provider specialising in public and enterprise application development and business mobilisation. With extensive experience in the technology industry, ILG Business strives to seek out new business solutions to help contribute to its clients' success and enable them to remain at the forefront of modern technology.

Mobile Device Management

Mobile Device Management (MDM) allows Ingersoll Rand to protect, secure and control their mobile devices, which are used by their workforce. Ingersoll Rand are mainly using the Mobile Device Management solution to distribute both free and paid for apps across all their devices. It allows them to remotely add apps to individual or all of the devices to ensure the workforce have all the resources they need. If a device is lost or stolen, the devices and all data recorded will be secure and the devices can easily be wiped or locked in any case of emergency.

Mobile Form Solution

In a bid to improve their day to day processes, Ingersoll Rand have replaced all existing paper forms with mobile forms which can be filled out on a mobile device and the data stored within an online portal. This solution is used by all Ingersoll Rand's mobile workers, allowing them to create their own bespoke mobile using such features as signature capture and image attachments. Photos of each job are stored within the forms, which greatly assists in identifying the correct parts to supply or type of service required. The use of Data Sources has allowed predefined lists to be easily incorporated throughout the forms. Using mobile forms has dramatically reduced postage costs for Ingersoll Rand and the instant receipt of the form back in the office has allowed for a quicker response to customers' requirements and also sped up the invoicing process.

iPad Leasing & Accessories

ILG Business have an iPad leasing service which allows customers to spread the cost of their devices across a contract term, with the option at the end to upgrade or purchase the iPad at a reduced cost. Ingersoll Rand have leased 58 iPad Mini from ILG Business with 58 branded cases, stylus' and in-car chargers. The devices and accessories will compliment the business mobilisation solutions provided by ILG and have helped to transform the way Ingersoll Rand's mobile workforce function by enhancing their efficiency and introducing the latest technology.

"The major benefits to our business have been the structured approach in which the field engineers complete the forms, the clarity of the information and the speed in which the information gets back to the office."

Neil Wheeldon, Customer Care Project Leader at Ingersoll Rand