EBOOK

ProntoForms Use Cases

A look at the solutions' unlimited field service applications across the asset lifecycle & beyond

01 INTRODUCTION

Elevator brakes, oil and gas drill bits, high-tech manufacturing devices, and countless other pieces of machinery go through wear and tear during their lifespan. They roll off the line, fresh and ready to do what they're designed for. Once installed, they're subject to breaking down, but unlike us humans, they get decommissioned or replaced!

Wise leaders have reduced the pressure to keep track of their assets by automating their entire asset lifecycle and, in turn, their business processes. This eBook presents just a sampling of the use cases ProntoForms has around for automating the asset lifecycle and beyond. The benefits to be gained are plentiful. Read on to discover why you should make a move towards automation with ProntoForms.

ProntoForms Supports the Entire Asset Lifecycle

THE STRUGGLE

Assets, automation, and digital transformation go hand in hand. It's essential that field service data generated from an asset throughout its lifecycle is fed back into your organization where it can be of value.

Failure to automate the collection and processing of this valuable information can mean a whole world of pain. We're talking about pain for your field service technicians, stakeholders across the business, and customers. Without data, you lack business-critical insights to make effective decisions. Forecasting is out the window. Increased profitability or reduced costs are but a distant wish. Your relationships with customers and suppliers stagnate. The gap between your company and the competition grows wider—excellent service is no longer your differentiator.

"Ultimately by automating the data flow, we minimized the budget impact of manual work, of retrieving and loading that data… That saves the users a lot of time and they have high satisfaction."

GINGER BLAINEY
MANAGER, BUSINESS ANALYSIS & PRODUCT OWNER
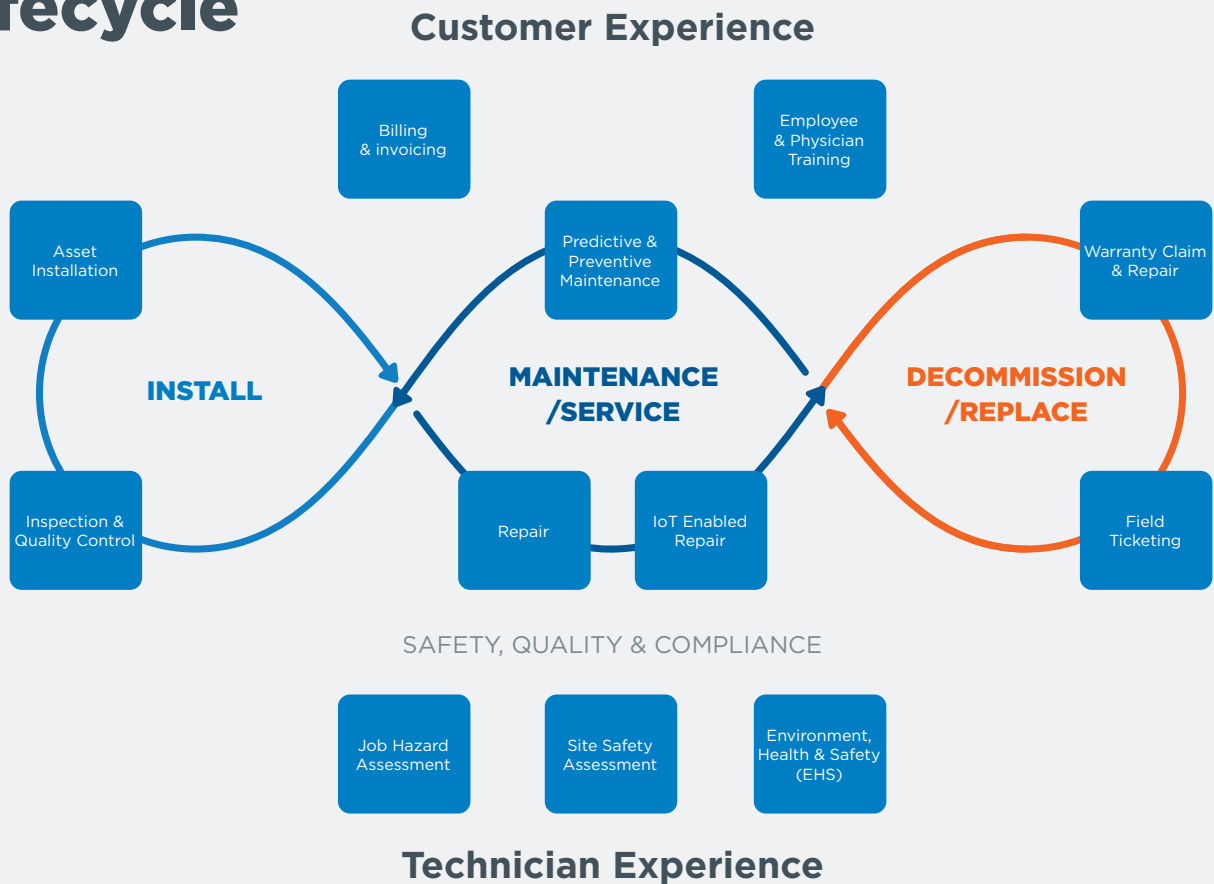
THE SOLUTION

Enter ProntoForms.

ProntoForms' mobile forms platform is not a deployment that will only solve a single component of your field service operations. You can use our solution across the entire lifecycle of your assets.

What's been installed will eventually need to be maintained or serviced and hopefully not decommissioned or replaced too early into its lifespan. The diagram below shows you the lifespan of an asset. Our solution has demonstrated its versatility and effectiveness in each of these areas. Using our powerful workflows, you can enable rapid automation of work at every stage of the asset lifecycle.

→ **85%**
increased technician productivity

Source: ProntoForms Customer Impact Report

Asset Lifecycle

Customer Experience

	Billing & invoicing		Employee & Physician Training		

Asset Installation

Predictive & Preventive Maintenance

Warranty Claim & Repair

INSTALL

MAINTENANCE /SERVICE

DECOMMISSION /REPLACE

Inspection & Quality Control

Repair

IoT Enabled Repair

Field Ticketing

SAFETY, QUALITY & COMPLIANCE

Job Hazard Assessment

Site Safety Assessment

Environment, Health & Safety (EHS)

Technician Experience

Surrounding the loop is a call-out to the customer and technician experience. Their satisfaction is critical to success and encapsulate entire use cases for some organizations. There's also a reference made in this visual to safety, quality, and compliance. Our mission is to ensure you support your field technicians and contractors with powerful technology that helps them complete complex tasks and procedures. them do their work efficiently and free from harm.

THE RESULTS

We've collaborated with our customers to create innovative solutions for their business challenges using mobile forms. Regardless of their industry, our clients all share the same goal: to use ProntoForms to keep their field team running efficiently, respond rapidly to changing service requirements, and ensure business profitability.

Learn more about the results we've delivered:

- ProntoForms Customer Impact Report
- ROI Case Study: Global Equipment Manufacturer
- ROI Case Study: PrimeLine
- ProntoForms Resource Library

ProntoForms
Use Cases

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Get inspired, Each use case presents the challenges each organization faced, how they integrated ProntoForms with their tech stack, and the results they've attained from their deployment.

Preventative Maintenance GLOBAL MEDICAL DEVICE MANUFACTURER	• 15 min/day/technician saved • 7000+ unique form submissions • ~1000 technicians enrolled • Deployed in North America, Europe & Asia • $700K annual savings	INTEGRATED WITH	salesforce SERVICEMAX
Environmental Health & Safety GLOBAL ELEVATOR MANUFACTURER	• 15,000+ users worldwide • 32 hrs/mth/technician saved on inspections • 4-8 hrs/mth/EHS Mgr. saved on reviews/audits • 4-8 hrs/mth saved on administrative tasks	INTEGRATED WITH	Office S
Warranty Claim & Repair GLOBAL HVAC HEAVY MANUFACTURER	• -12% to +43% increased profit margin • 10,000 users adopted • 200+ unique forms built • 2.5M+ submissions to date	INTEGRATED WITH	salesforce S ORACLE SAP IBM birst NAVIGATOR
Inspections MAJOR US NATURAL GAS AND ELECTRIC UTILITY	• 270,000 form submissions in six months • 1,300+ data points captured per form • 400+ images captured per form	INTEGRATED WITH	salesforce SAP amazon webservices

Asset Inspection & Auditing

GLOBAL OIL & GAS PROVIDER

- 1,600+ users deployed
- 130 teams in 15+ countries
- 1,500 forms deployed
- ~154K submissions in past 6 months

Job Hazard Analysis

LEADING GLOBAL CONSTRUCTION ENTERPRISE

- Improved technician productivity by 78%
- Met goal of zero accidents and injuries
- Reduced DART by 200% and TCIR by 300%

Decommissioning

OIL & GAS PROVIDER

- Quoting sped up from one week to 15 minutes
- Zero lost data
- Eliminated redundant admin role

Repair

GLOBAL MEDICAL COMPANY

- Improved tech accountability
- Easy to analyze performance and profitability metrics
- Scaled & standardized processes across US, Europe & Asia

Invoice & Billing

OIL & GAS PROVIDER SUPPLIER

- 300k savings
- Improved CSAT
- 30 minutes to create a form

Installation

GLOBAL MEDICAL MANUFACTURER

- Over 2000 assets installed in 6 months
- Deployed across 17 languages
- Better compliance & audits
- Full traceability of data

PLM System   CRM System

Field Ticketing

ENERGY SERVICES COMPANY

- Reduced billing cycle from weeks to 24 hours
- Decreased administrative work
- Streamlined operations

The Power
of ProntoForms

Our mobile form platform empowers companies to se-cure engineer satisfaction and ensure a positive custom-er experience. Building custom mobile apps empowers your engineers and contractors to deliver consistent and reliable service. In effect, you place the valuable data they need directly into the palm of their hand. The work is done quickly, correctly, and safely the first time around.

About ProntoForms

We're an established vendor with experience working with the leading Fortune 500 service companies to deploy solutions used by more than 10,000 users glob-ally. These deployments are supported by IT, in LOB or mixed environments, and in multiple geographies and languages.

Our product is used in multiple industries, including heavy equipment manufacturing, medical device man-ufacturing, energy/natural resources, utilities and con-struction, and related service industries.

Our customers have deployed workflows to thousands of technicians. Organizations often use our mobile forms platform to address multiple use cases—both simple and complex—allowing the field technician to have solutions across different functions integrated into a toolbelt with seamless flow to and from other applications on their device.

So, you've seen what we've helped leading field service enterprises achieve. We'd love to show you how to take your efforts to automate your field service processes even further. The possibilities are endless with ProntoForms.

Book your digital transformation consultation today if you're ready to increase field service productivity and enjoy what automation can do for your company.

CONCLUSION

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→ **BOOK NOW**

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