

Customer Success Story



Managing the service process

As the largest distributor of heavy machinery in Indonesia, Intraco offers the highest quality products and reliable services throughout the country. They purchased Salesforce for streamlining their service and maintenance process. The requests are now created, serviced, and closed within the Salesforce system, leading to gains in efficiency and ROI for the company.

Accessing data offline on Android

Since field staff are often servicing machines in remote areas like mining and construction sites, they need to access data while fully offline. The Pulsar app on Android was recommended by Salesforce reps and successfully proven during the PoC. Now Intraco has a robust offline integration with Salesforce.

UI customization and signature capture

The service process requires custom UI and workflows to collect time/location of the dispatch and return for calculating the service fee. And upon job completion the service rep captures an electronic signature and submits for authorization. All of this functionality was delivered using custom embedded JavaScript/HTML screens within Pulsar.

Company Description

Established since 1970, the Company has more than 4 decades of experience in the heavy machineries, distribution and services. Having been in the business for more than forty years, INTA has won the trust of its principals, including well-known heavy equipment manufacturers VOLVO, SDLG, Bobcat, Doosan, Mahindra Tractors and Sinotruk and its customers. Its 44 distribution networks and support offices spread from Sumatra to Papua to ensure a good responsiveness upon customer's need, better control over leased equipment and high quality after market services.



Industry
Machinery



Size
~1000



Customer Since
2017