

Industry Insider

MANUFACTURING
INDUSTRIAL AND MEDICAL DEVICE



See how our partner Prontoforms tackles challenges in the manufacturing industry. From big-picture problems, to the specific needs of a Field Service Director, Prontoforms has it covered.

ProntoForms' cloud-enabled field services management solution helps operations executives and IT rapidly deploy custom apps that empower field teams with context and intelligence to make them safer and more effective.



Here's how ProntoForms can help heavy manufacturing companies like yours.



Empower field technicians.

Simplify technicians' workflow, including complex work steps and compliance-sensitive documentation.



Maximize asset uptime and productivity.

Track and monitor maintenance activity to extend the life of your equipment and increase customer satisfaction.



Get real-time visibility of field activity.

Capture and share better quality, richer, deeper data with built in integrations.



Never miss a service lead.

Give technicians the tools to capture and hand off new service opportunities.

Keep reading to learn how ProntoForms could help a Field Service Director at a global heavy manufacturing organization to streamline operations, gain efficiency, and save costs while increasing customer satisfaction.



The Big Picture

ProntoForms helps you rapidly deploy no-code mobile form workflows that empower field teams with context and intelligence.

Create Intuitive Workflows

The Challenge: An ever-changing complex environment makes it difficult to meet customer demands.

The Solution: ProntoForms helps non-IT teams build forms in minutes that put the latest information at the fingertips of the technician so they can respond fast to evolving needs and emergencies.



Improve field team experience

The Challenge: Managing scheduling, hand-off, dispatch and more across multiple devices introduces room for errors.

The Solution: ProntoForms makes multi-team collaboration easy. Conditional logic, data validation, and exception handling reduce errors and save time. Reliable on and offline support means easy accessibility for field technicians at remote sites.



Increase CSAT and Service Revenue

The Challenge: Missed leads and other opportunities decrease customer satisfaction and revenue.

The Solution: Prontoforms captures leads directly from the field, such as identifying expansion contracts, retrofits or competitor activities and can send them to your CRM or notify sales teams directly on any channel in real time.



Ensure Safety Standards

The Challenge: Multiple safety protocols must be followed to ensure worker safety.

The Solution: Reliably identify, document, and report on safety hazards with ProntoForms. Build corrective and preventative action plans to reduce accidents and injuries.



Meet Compliance Requirements

The Challenge: Standards such as SOC 2, FDA, and HIPAA/HITECH need to be followed and documented. Changes must be communicated with teams.

The Solution: ProntoForms helps update and deploy forms in minutes. Technicians can scan and import manuals, contracts or inspection orders for digital traceability and generate compliance reports with completed directives and evidence.



The Close-up

See how a global leader in the elevator and escalator industry could partner with ProntoForms to modernize its field operations to overcome challenges.

Kazim Awan

Field Service Director/VP,
GoingUp Inc.

Kazim needs to keep equipment running to reduce breakdown, downtime, and compliance risks.

His Goals:

- Streamline workflows and reduce errors
- Efficiently capture and share out critical information to field technicians
- Maintain compliance requirements and safety standards
- Improve the experience of both customers and field technicians

His Challenges:

- Slow, paper-based process for the PM program from inspection to audit to follow ups. Human errors reduces accuracy
- Evidence gathering for warranty, parts order, repair, and return of equipment, identifying critical safety issues, getting customer approvals, and more was difficult
- Compliance requirements for multiple jurisdictional authorities, such as federal, provincial, and municipal are complex



How ProntoForms Solves Kazim's Challenges

Gained Field Efficiency and Performance

Technicians saved an average of 90 minutes per day and reduced their administrative burden by 89%.

Improved Handover

A smoother handover at the branch and technician levels eliminates days and weeks of administration overheads.

Reduced Compliance Cost

GoingUp, Inc. was able to reduce fixed costs by \$5,000 per month by limiting compliance follow-ups with TSSA.

Delivered Customer Satisfaction

Kazim's teams are now utilizing Customer Satisfaction (CSAT) Forms and Customer Acceptance Reports (CAPs) to track service quality and customer feedback.

Learn more about ProntoForms