

EService - a glass act for glaziers

EService helps Asset Management Network Ltd (AMN) deliver a fast, 24/7 window repair service for customers of insurance giant IAG Limited.



AMN CEO Brent Hayden explains, “We need to be able to coordinate an army of glaziers scattered around the country. It’s our job to ensure that broken windows – thousands each year – are replaced as quickly as possible. Speed is everything because when you’ve got a broken window you don’t want to be kept waiting.

“EService is key to achieving this. It’s an indispensable, reliable business tool that enables us to brief glaziers on jobs quickly and efficiently. There’s no paperwork to lose, no missed calls and no confusion over addresses.”

To find a solution, AMN looked to wireless solutions provider ECONZ and Telecom Mobile.

Simple implementation

“Because of the disparate nature of independent contractors in the trade service area, we wanted a system that would work for everyone without having to deploy a high-end solution. “It needed to be a solution that helped the independent contractors to achieve high productivity levels but keep customer costs to a minimum. It also had to suit the needs of our internal team and our clients.

“We needed a reliable and cost effective solution that would enable us to dispatch and manage work within tight deadlines and keep us in touch with contractors working all over New Zealand. It was essential that the solution not only meet our current needs, but also provide full scalability as our organization grows.”

Benefits summary

PRODUCTIVITY GAINS

- Coordinate glaziers located all over New Zealand
- Ensure re-glazing jobs are complete in agreed tight timeframes
- Implementation costs minimized
- Meet national re-glazing targets

“We’ve seen productivity gains because of the speed with which jobs are distributed and completed. We estimate it allows us to work up to 30% faster, which means IAG’s customers are receiving an enhanced service.”

Error-free communications

ECONZ and Telecom Mobile provided AMN with a wireless web based dispatch solution. Brent explains, “EService is fully integrated with our backroom technology. We generate messages to

glaziers' 027 mobile phones from our dispatchers' web-based program that processes job requests from IAG NZ and other customers. The message contains everything glaziers need to get the job done quickly and without fuss. When the windows are fixed, the glaziers message us and let us know. "It's the ideal way for us to communicate because it's fast and error free."

The two way messaging facility and server ensures that the dispatch and management of independent contractors' jobs can now take place wirelessly, from the job allocation stage, right through to notification when a job has been completed. The AMN EService system went live in February 2003 when the company was appointed national supplier of flat glass services to IAG NZ, New Zealand's largest insurance company representing almost half of the local general insurance market.

Improved productivity, better customer service

"One of the main advantages of the EService solution is that it has enabled all the required information to be sent via a simple but powerful form of communication which all the independent contractors can easily utilize. They now have a clear view of their work day and can manage their time and travel accordingly," Brent says.

"Errors and duplications are virtually eliminated and customer and mobile worker queries are quickly and easily handled, saving everyone involved significant time and cost."

"All dispatch, acceptance and completion activities are date and time stamped within the AMN EService system so that we can easily monitor the status of a job. This also helps us manage the service and quality levels of the glazing suppliers within our re-glazing network."

"Glaziers are armed with on-the-spot details of the job, regardless of where they are and without having to worry about missed calls, or finding a pen."

Brent explains that an additional benefit of the solution is its robust backup system, which ensures that even if something untoward happens, such as a power outage, AMN and the independent contractors will always have job details at hand. "It has given me complete peace of mind that the business will just keep on operating securely."

More opportunities

Brent Hayden says the EService solution has been such a success that AMN is considering taking the EService system into the building, plumbing and other sectors.

"We have been absolutely thrilled with the results of the solution that ECONZ and Telecom Mobile have provided. We know we have a reliable application that allows us to manage insurance-based glazing work taking place anywhere in New Zealand."

"The solution has allowed us to gain tremendous productivity because it can quickly and efficiently dispatch and manage work to the glaziers' mobile phones. Together with ECONZ and Telecom Mobile we are now looking to apply the AMN EService system to a host of other areas in the trade service industry."

Asset Management Network business basics

- Established in Wellington, April 2002
- Manages and dispatches re-glazing jobs for IAG NZ Limited and other national customers
- Works with over 90 independent glaziers
- Nationwide service delivery requirements

Tech Specs

- Contractors equipped with Telecom CDMA 1x mobile phones
- EService application by ECONZ utilizing wireless messaging technology
- Messages generated from web-based dispatch program integrated with CDMA 1x network.