Oxford Instruments have implemented Klipboard within their Plasma and Nanotechnology department in order to assist with the installation, maintenance and servicing of the machines that they supply into businesses across diverse markets. They deal with sensitive data worldwide and provide services to clients all over the globe and so organisation and security of their data is essential.

## Background

Oxford Instruments are a leading manufacturing and research company that designs and creates tools and systems for industry and research. Based in the UK, they manufacture equipment that can fabricate, analyse and manipulate matter at the atomic and molecular level. They focus on offering their customers high quality products and services through their expertise, technology and innovation through services that meet strategic requirements. Oxford Instruments Plasma Technology department provide a range of high performance, flexible tools and systems into diverse markets from energy, the environment to research and industry.

## Challenges

Having over 40 engineers who work simultaneously across the globe, this department were heavily reliant on email communication to manage task allocation and completion. They have a number of forms needed to complete jobs, including Risk Assessments, Service Reports, Job Sheets and were using laptops and paperwork in order to collect information on site, then having to email their reports back to the office when completed.

They also had a system which managed their client database, where they stored all forms and reports that were completed for their customers. This had schedules for each site visit, however, they were not able to allocate or schedule jobs from it. Capturing and accessing data in real time was of high importance to them and so they were looking for a system to be able to combine all of these elements, from scheduling and allocation of jobs through to real time data capture.

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## Answer

Klipboard was aligned with the requirements of Oxford Instruments, in being able to provide a complete system to structure and manage tasks sent out to their engineers, as well as capture information in the field and relay back to the office in real time.

Their site managers are now able to schedule site visits for their engineers through Klipboard and allocate specific tasks with all the necessary details required. Service managers and team leaders have real time access to all the tasks that are assigned, in progress or completed by all the service engineers across the globe simultaneously. Klipboard also gives a map view of where all their tasks are being carried out worldwide.

## Results

Field engineers can now receive their tasks on one device, with all the necessary client details and job details on their iPads, streamlining the on site process of servicing Plasma machines by reducing the number of systems they need to use to access job details. They no longer have to use programs on their laptops, a separate camera and email to send the completed task. Upon completion, the report can be viewed anywhere via Klipboard's management dashboard and a copy of the report can be emailed directly to the customer immediately.


**STEP 1**

Schedule & Allocate from the Office

**STEP 2**

View Tasks & Capture Data on a Tablet

**STEP 3**

Complete, Review & Store in the Cloud

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