MANTRAC · CAT

Klipboard has been implemented in Mantrac Nigeria, Africa, in order to provide a comprehensive field management platform for their engineers that manage the planned servicing and maintenance on the Caterpillar Engine and Power Generators.

Background

Mantrac Group is one of the world's largest Caterpillar dealers, distributing and supporting machinery, power systems and material-handling equipment for the US Corporation in twelve countries.

The group provides customers with comprehensive solutions, backed by technical know-how, experience and in-depth knowledge of their local markets. Founded in Egypt in 1977, it now also operates in Nigeria, Kenya, Uganda, Ghana, Tanzania, Liberia, Sierra Leone, Iraq, and Russia as well as having offices in the UK and UAE.

klipboard.

Challenges

Carrying out servicing and maintenance on Caterpillar Engines and Power Generators across Nigeria, Mantrac were using pre-printed triplicate forms such as Servicing Reports; Maintenance Inspection Reports and TA1 forms to complete planned maintenance of customer machinery.

The paper based processes they used often resulted in delays sending the information back to the office, with incomplete information or duplicate data entry adding further complications. Paper based processes also meant that engineers had no efficient method to receive jobs, document jobs and return the information to head office in real time. They also were using various tools for scheduling, document management, customer details and planned maintenance schedules.

Answer

Klipboard's mobile field service platform was brought on board to help with the challenges Mantrac faced relaying information from the office to the engineer and finally to the customer. Our drag and drop scheduler allows Matrac to efficiently schedule jobs to their field engineers and also provide them with not only the correct forms for the job but also, customer details, customer history, location routing and any associated PDF documentation required, all within the Klipboard mobile app for the engineer.

The maintenance and servicing reports are now completed by the field engineers via the Klipboard app, ensuring all essential information is accounted for, removing the need for paper processes. They also now have the added benefit of image capture and electronic signatures, therefore strengthening the reporting process. Jobs can now be monitored via the Klipboard dashboard in real time from the office ensuring total oversight of progress. Mantrac's field engineers can receive and send information from a job directly back to the office in real time, allowing Mantrac to provide a professional, timely service for their customers and a smooth internal operation for their employees.

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