

IMPACT BRIEF

CLIENT:

Golf Car Specialties
Pottstown, PA

DESCRIPTION:

Golf Car Specialties, LLC leases new and used golf cars, sells a wide selection of accessories/parts and provides on-site maintenance to golf cars. The company has 42 employees and is the largest Yamaha golf car distributor in the U.S.A.

CLIENT NEEDS:

Golf Car Specialties' mission is to become the greatest fleet provider in the world by providing superior customer service by making communication with their customers their most important focus and priority. The company believes that there is no short cut to providing superior customer service. If a customer needs a golf car repaired, Golf Car Specialties wants to get it back in service without delay. The company was seeking to streamline its work order process to ensure that their field technicians have every tool necessary to ensure service issues are resolved quickly and that all information is captured and transmitted to the home office in real time.

SOLUTION & IMPACTS:

As partners, Verizon and iBusiness Technologies deployed **MobiliForms®** with client's customized work order pushed to technicians' iPads. The work order **appears on the iPads exactly like the client's familiar paper forms** which made for a seamless transition with the field techs. The customized work order has several multimedia capabilities. Field techs can easily capture images, sounds (i.e. mechanical problems) and signatures right on the spot. The forms record the quantity and price of parts used enabling inventory to be updated in real-time. Work order forms can be partially completed by the home office and pushed out to the field to reduce non-revenue time consumed in the field. Completed forms are instantly stored in the cloud for secure and immediate access by the home office- this enables same day billing and perfect record keeping.



SOLUTION SUMMARY:

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