

Increased quality and freed up 80 % time of paperwork per work order!

Challenge

Ravema AB, one of Sweden's leading partners for Nordic Engineering Industry, had a challenge with time-consuming paperwork processes for their service technicians, filling out work forms manually. With no access to information in the field unnecessary time was spent on travelling back to the office to report each work order.

Solution

Ravema AB needed an easy-to-use mobile solution for providing all necessary work order information to the service technicians, with on-line and offline access, in addition to reporting work orders directly.

Result

Addovation provided Ravema with a Mobile App and electronic fillable PDF forms – Addovation AddForms. The PDF forms are generated from the work order in IFS Applications, and automatically filled with relevant data from IFS Applications.

Solution delivered:

AddForms for Service Management
Addovation Cloud Services

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The PDF form is accessible from a TouchPad, providing all relevant work order information, checklists, and the ability to report in the work order with time spent, labour and material, and a digital signature from the customer and technician. The technician can travel directly to the next customer, and saves more than 20 minutes on each form.



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