

IFS Field Service Management™ provides agile solution for Ainsworth's current and future successes



With a vision for the future of field service and a commitment to customers, Ainsworth sought a system that would deliver more value to its customers and would provide trending data analysis. With IFS Field Service Management™ (FSM), Ainsworth streamlines processes, increases efficiencies, enhances customer service and continues to grow rapidly.

Finding the right solution

The evaluation process was an Ainsworth-driven exercise to make the best choice for the business. Over time, Ainsworth narrowed down its decision to IFS and another leading provider. After taking a deeper dive with both vendors, IFS came out on top and became the company's top choice.

"IFS came up top because they were able to support us through configuration and customization," said Felix Wong, Manager of Business Process Management at Ainsworth. "We wanted to have the software fit our business, rather than fit our business into the software. That was the driving factor in choosing IFS for our software."

Benefit from mobility

Using IFS FSM allows Ainsworth to send work orders directly to technicians for immediate access. The use of mobile functionalities also allows Ainsworth technicians to obtain purchase orders, add attachments from the field, start a quote

About Ainsworth

In business since 1933, Ainsworth is an integrated, multi-trade company providing high quality electrical, building automation, HVAC, data and technology, mechanical, technical and maintenance services for commercial, industrial, institutional, and residential building clients throughout Canada. Ainsworth uses best of breed technologies to give the most efficient service/products possible at the best return on investment and is experienced servicing all makes and models of equipment, ensuring the customer's interests are serviced first.

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from the field and look up service history for equipment or job sites. Ainsworth utilizes the configurability of IFS FSM to allow technicians to collect information they're looking for without any unnecessary shuffling of screens.

"The mobile functionality empowers our technicians. It provides them more information and more ability to communicate back to the office, which has proven to be beneficial," said Wong.

Streamline processes and increase efficiencies

Implementing IFS FSM facilitated many beneficial back office changes for Ainsworth. The impactful integration to their ERP allows for more streamlined and automated processes on the back end of the billing process. Ainsworth has significantly reduced the lead time between work order closure and invoice distribution. This improvement saves the company a lot of manual labor internally and reduces the billing cycle time.

"The solution's ability to communicate with our ERP was another big plus for us because we are able to streamline our internal processes to reduce the amount of manual labor and also increase the efficiencies in our back office," said Wong.

Committed to customer service

Ainsworth continues increasing added value when customers use its services. On its legacy system, Ainsworth would provide a service for its customer and simply wait to be called to service again. Now with IFS FSM, Ainsworth is more proactive with visibility to trending data and call history in an effort to increase customer satisfaction.

IFS FSM holds a great deal of functionality. When customers require special reports, dispatchers don't worry about manually pulling and formatting data into an Excel spreadsheet. With IFS FSM, such special reports are created with a click of a button generating an attractive report, much faster. Ainsworth is able to leverage the solution's functionality to deliver information to customers in a timely manner. Furthermore, Ainsworth has been able to customize the features based on the customer and contract requirements rather than the other way around.

"Customers like things quick, both from an information perspective with work orders, and from an invoice perspective," said Wong. "They want things quicker and more accurately, and IFS FSM allows us to act quickly."

Benefits

- Greater agility with mobile solutions
- Integration with enterprise resource planning (ERP) software to improve data accuracy
- Configurability of solution to empower technicians with access to valuable data
- Streamline internal processes to reduce manual labor
- Increase efficiencies in back office
- Significantly reduced time to invoice from the field
- Enhanced customer service through timely service and access to asset history and reports



We wanted to have the software fit our business, rather than fit our business into the software. That was the driving factor in choosing IFS for our software. Everyone that we work with has been excellent resources, helpful and responsive too. We are really pleased with the overall experience with IFS.

Felix Wong, Manager of Business Process Management, Ainsworth

End-user experience

Ainsworth equips its technicians with Android devices as a tool to complete work orders, communicate with dispatchers and any other tasks that occur on the job. IFS FSM is a great fit for Android devices, allowing technicians to be agile in the field.

“We have a lot of positive feedback about IFS FSM,” said Wong. “It’s more intuitive, it’s quicker to use and it’s all on one android device, so from a technician perspective, they really like it.”

Looking to the future

Ainsworth continues to grow and watches its number of technicians climb. With a recent acquisition, Wong and the Ainsworth team are currently working to integrate the new company into the Ainsworth model. Although the amalgamation of the two companies is still occurring, the flexibility of IFS FSM enables Ainsworth to continue its vision for the future and commitment to high standards of customer satisfaction.

“We have configured and customized a system that can account for the different variations of business processes of a different company coming into the fold,” said Wong. “It is coming in very smoothly without major overhaul or development, and we are certain the system will contribute to our continued success.”



Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

