Dickinson Fleet Services – Mobile ERP Platform

Dickinson Fleet Services was formed in 1997 and they are a leader in the fleet maintenance industry. The company services local and national accounts from coast-to-coast.

DICKINSONFLEET SERVICES

Before purchasing MobileFrame's software, Dickinson's field force was collecting mounds of data on paper. As a result, techs spent too much time every day faxing in completed forms instead of doing billable work, which limited the company's ability to grow. Back at the office, a large team of clerks had to manually enter that data into the company's business systems.

The MobileFrame Solution

Dickinson Fleet has now mobilized their entire field force on iPads. Dickinson has implemented over 100 different apps across their enterprise, both in the field and in the back office.

One division of Dickinson Fleet provides 24 x 7 emergency breakdown road service for large trucks across the country. When the office staff gets a service call, they use their MobileFrame Dispatch App to assign the work order to the right technician. Once the data is collected in the field, the data is immediately posted to their MobileFrame Web Portal for management and the end customer to review. The web portal provides everyone in the company real-time access to the data, which is key when you are managing that kind of work load. Dickinson's team dispatches thousands of work orders each day electronically through MobileFrame's software, saving the company a significant amount of labor hours.

The Dickinson team has not only created mobile apps for their field force, they have used MobileFrame's Windows Client to deploy back office desktop apps and now run their entire ERP system on top of the MobileFrame platform. They have replaced all of their previous systems with MobileFrame apps that include accounts payable, accounts receivable, CRM, inventory tracking, DOT inspections, vehicle maintenance, truck inspections, preventative maintenance work orders, and sales order processing. Dickinson is constantly enhancing the apps and adding new features on-the-fly as the business evolves and Management uses their mobile strategy as a selling point to win new business. The field force can complete more jobs every day without spending time doing paper work, allowing them to focus on what they do best. In fact, the Dickinson sales team has been able to close more deals now that the right technology is in place.