

Pierce Manufacturing, Inc.

Pierce Manufacturing, an Oshkosh Corporation company based in Appleton, Wisconsin, is the country's largest fire and emergency apparatus manufacturer. Through an international dealer network, Pierce delivers mission critical firefighting apparatus throughout the world.



To maintain its leadership in the market, Pierce is continuously innovating with firefighter safety and performance in mind. Pierce designs its own foam systems and was the first company to introduce frontal airbags and the Side Roll Protection system to fire apparatus in order to protect vehicle occupants. Pierce is recognized as a quality leader in the industry and applies this standard to all aspects of its business.

The Business Process Challenge

Before customers take delivery of their order, most of them visit Pierce facilities to conduct a final inspection of their vehicles and equipment. This visit allows the customer an opportunity to test the equipment and make any changes to the order that they need before the items leave the factory. Like many companies that perform field inspections, Pierce was using pen and paper to collect customer feedback during the plant visit and final equipment inspection. Office staff would then manually enter that data into their business systems, which was fraught with human errors. This process was labor intensive, expensive and caused delays in the entire process. Management had no real-time data, so they couldn't accurately analyze what was happening in the field.



Realizing how labor intensive and inefficient their paper-based system was, Pierce decided to implement a mobile application strategy and begin collecting the data electronically. After a lengthy evaluation of the mobile application vendors in the market, Pierce selected MobileFrame as their mobility software standard.

MobileFrame's ease of use and write once, deploy anywhere approach were two of the most important features that helped them make the vendor selection.

To learn more about the MobileFrame Platform, visit www.MobileFrame.com

The MobileFrame Solution

Within 45 days the team was able to create and deploy a customer acceptance inspection application that met all of their requirements. With the mobile apps in place, when a customer inspection is complete, a report is automatically emailed to both the customer and the manufacturing team so everyone has a record of the inspection.

Customers and the manufacturing team alike have given positive feedback about the apps and the inspection times have decreased by 50%. Pierce has improved the communication with customers and customer satisfaction numbers have skyrocketed. Because the data is now stored in a database, management has been able to streamline the internal processes that kick off once an inspection is completed.

With that success in place, the company also used the MobileFrame platform to deploy apps that streamline the internal workflow that occurs after an inspection list is submitted by a customer. The team is constantly deploying more apps and making changes to the currently deployed apps as business requirements change.

Because MobileFrame's solution allows customers to deploy any app for any requirement across the enterprise with no coding required, the Pierce team also deployed applications for quality control, work orders, asset tracking and parts ordering. As a result, Pierce's innovative approach to mobility has significantly streamlined their business operations across the entire company.



MobileFrame is the only *complete* Mobile Application Development Platform (MADP) with over 16 years in the industry and several thousand successful deployments. MobileFrame's platform is a complete enterprise mobility solution with all the tools and features that a successful mobile solution requires, including: rapid application development, mobile device management, project administration, GPS tracking, and an Integration Wizard. With MobileFrame, organizations can design, develop, test, deploy and manage cross-platform applications in a fraction of the time. We also offer several ready-to-run apps that enable customers to quickly mobilize their business.

For more info, please visit www.MobileFrame.com. Or follow us on Facebook, Twitter & LinkedIn.

101 Blossom Hill Road, Los Gatos, CA 95032 | (408) 885-1200 | sales@mobileframe.com
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