## SBM Group

"We chose MobileFrame software because it enables SBM to rapidly create sophisticated mobile applications at a fraction of the cost of developing applications using conventional hard coding software tools. MobileFrame software gives us the freedom to automate all of our manual processes on one platform and deploy applications to a mixed PDA and tablet-based environment. Our future plans include using this revolutionary software platform to create mobile applications for all field service departments in our organization."

*- Todd Brown, SBM Group's Director of IT*

**INDUSTRY:**
Field Service

**PRODUCT:**
MobileFrame Business Suite™

**APPLICATIONS:**
- Field Service Automation
- Work Requests
- Building Audits
- Training and Safety
- Time Tracking

**MOBILE DEVICES:**
Any .NET enabled device
- Pocket PC
- Laptop
- Tablet PC

### CLIENT

SBM Group is a leading provider of janitorial, clean room, laboratory sanitizing, general building maintenance, recycling and environmental awareness programs, in-facilities move and move planning programs, auto fleet maintenance, vendor management and related ancillary services to customers both in the United States and internationally with over 4,000 associates worldwide.

### BUSINESS ISSUES

SBM Group has over 1,000 mobile service personnel who perform field services daily. Prior to installing MobileFrame software, these personnel relied on paper-based processes which were both time consuming and error prone. Field Service Technicians were required to complete several different paper forms during each customer visit. At the end of each week the Technician was required to complete a comprehensive Activity Report detailing the work done that week. This single activity resulted in a half day of non-productive time lost to paperwork. Not only was manual data entry done by the Service Technicians, but SBM's back office staff was also required to manually enter this data into SBM's backend system. This two-step data entry process resulted in numerous transcription errors.

### MOBILEFRAME SOLUTION

MobileFrame's platform allowed SBM to rapidly deploy numerous mobile applications that enabled SBM's field service personnel to become more efficient. Our software also allowed SBM to easily incorporate rich-data types into their applications such as photographs, RFID, barcode scans, etc. One of the key benefits of MobileFrame's software is its ability to create entirely new mobile applications for deployment to different department's on-the-fly using point and click features, without the need for custom programming. MobileFrame's Smart Architecture™ integrates intelligent networking with a thick client so that mobile workers always have complete workflow available to them whether or not network connectivity is continuously available.

SBM's deployment of mobile applications to automate the field data collection process provided SBM an immediate ROI including:

- Eliminating manual data entry on paper forms and resultant transcription errors
- Enforcing standards and validation at the point of data entry
- Greatly Increased productivity - technicians now service more customers per week
- Immediate ROI

MobileFrame's platform eliminates custom programming through an intuitive, user friendly point-and-click desktop, enabling novice computer users to easily deploy sophisticated custom mobile applications. With integrated intelligent networking, prioritized synchronization, remote device configuration and management, and remote software updates all built-into one software platform, MobileFrame significantly streamlines mobile application development, deployment, and administration. MobileFrame's Business Suite™ is the only fully self-contained Configurable Mobile Application™ platform that delivers full functionality out-of-the-box, with no custom coding, no third party mobile gateways, synchronization engines or SDK's required.