



Humble Scale Company  
and Services, Inc.

## Instant Dispatching & Optimized Asset Management with MobiWork

Humble Scale Company and Services, Inc. (Humble Scale), located in the heart of Texas are the experts of industrial weighing systems, such as digital cranes, pallet, truck, counting, floor, belt scales, and more. Founded in 1999, Humble Scale provides sales and services throughout the state of Texas and have served over 300 customers. They offer calibration, inspections, installations, and maintenance services for specialty equipment. Their client base includes industries such as concrete plants, manufacturing, petrochemicals, agricultural, commercial, and any business needing commercial legal services for trade scales. Humble Scale takes pride in being fully stocked with inventory and 24/7 maintenance repairs by certified technicians, with a response time of fewer than 2 hours. Humble Scale plans to expand their services throughout Texas and scale with MobiWork.

***“MobiWork has powerful search and sorting capabilities for planning, tracking and maintaining our assets and asset history. We have been able to automate and manage our assets and employees in real-time.”***

***– Ben Johnson, CEO of Humble Scale Company and Services, Inc.***

**Industry:**

Industrial Utilities and Services

**Regions:**

North America

**Key facts:**

- Over 800 industrial assets (\$80K is average asset cost)
- Over 300 customers
- Service time < 2 hours

**Headquarters:**

Humble, Texas

**Website:**

HumbleScale.com

## Key Challenges: Work Orders, Dispatching & Asset Tracking

Humble Scale administration struggled with work order management, dispatching, asset tracking and history. With a large inventory of nearly 800 pieces of equipment, it was difficult managing, recording, and locating these items. Their average asset costs \$80,000, making it crucial to track, and maintain the equipment repair schedule in a systematic way. In this industry, their customer's downtime costs are exponential, and time is of the essence for dispatching technicians in the

field. Humble Scale spent at least 35 minutes trying to track and see what technician was able to complete a work order and be dispatched. Humble Scale really wanted a solution to maximize efficiency and optimize technician schedules.

Another challenge was they were losing valuable time and information in the field due to recording the asset information by hand, or paper records being lost in the field. Humble Scale wanted PDF forms that would track, record, and capture specific asset information such as, make, model, serial numbers, location, capacity, inspection accuracy, and parts required or needed for maintenance repairs. In addition, Humble Scale needed to capture customer information and signatures and provide electronic forms to customers after servicing.

When Humble Scale technicians go in the field, they are required to capture specific data on the multi-point inspection tests, and record in "As Found" or "As Left" conditions, and also inspect for physical damage, worn parts, and notify customers if parts are needed. Calibration stickers are left on the equipment with the technician's name, date of calibration and next due date. However, if the stickers were removed, fell off in bad weather, or forgotten to be placed by the technician, maintenance appointments did not happen. Humble Scale wanted an innovative solution that could automate service reminders so that they would no longer have to use maintenance repair stickers.

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## Results: Real-time Operations & Asset Tracking

The deployment of MobiWork has enabled synchronization between Humble Scale administration workers and field technicians, and all around changed their internal asset management. Their team found an immediate ease of use with the mobile app. MobiWork has an extremely powerful search and sorting parameters to perform any search you might need. This gave Humble Scale a simple way to organize, manage, and track their inventory. All search results can be exported in a Microsoft Excel or PDF file, and each search can be saved so that it can be defined once, and reapplied with a single click. The administration team was thrilled they no longer had to wait for forms to be returned to the office and entered, and are now able to see all asset information translated in real-time.

**Humble Scale started using MobiWork in 2015, and has since grown by 10% in revenue growth. They are 100% satisfied with the automated electronic forms because they've drastically reduced the time it takes to manually enter information collected in the field.** MobiWork has enabled the management team to have real-time visibility and communication at all times in the field. They can now send custom PDF forms for maintenance orders and invoicing in the field, which has led to an increase in customer satisfaction.

Thanks to MobiWork asset tracking, the asset analytics have allowed the directors to spend more time in asset planning, investing, and less time tracking assets and employees in the field. **"MobiWork manages our entire inventory and nearly 800 assets, we are continuously improving our processes in the field, and are extremely satisfied with the visibility we've gained thanks to MobiWork,"** said Ben Johnson, the CEO of Humble Scale Services, Inc. Humble Scale is thrilled that they can now focus on expanding their business and add additional services.