



MobiWork Improves Security Company Field Service Productivity

Founded in 1984, Alarmatec is a LATAM alarm and security company, dedicated to providing the best alarm and security equipment for their customers. Alarmatec’s main products include security and alarm monitoring systems, cameras, intercom and videocom, garage and gate operators, parking meters, and access control. In addition, Alarmatec strives to provide customers with the best installation and maintenance of security equipment. Alarmatec offers services to commercial and residential properties and their main clients are residential and retail stores, such as Kenneth Cole stores. Alarmatec aims to be the leading alarm and security company in their territories.

“MobiWork supports our company strategy and helped us streamline our field service operations and serve our customers in more powerful ways.”

–Roger Crooks, General Manager at Alarmatec

Industry:

Alarms & Security

Regions:

South America

Key facts:

- 32 years of experience
- 3500+ customers

Headquarters:

San José, Panama

Website:

Alarmatec.com

Key Challenges: Work Order Organization, Visibility & Tracking

Prior to looking for a solution, Alarmatec was using a custom developed software designed for their business, however, it was never fully completed, and about 50% of their work had to be entered manually. Alarmatec was struggling with office administration organization, and most of their processes involved paper. Capturing customer information by hand on paper was costing extra time and became an issue as many paper records were misplaced or lost.

Their team uses QuickBooks for invoicing and needed a solution that could be integrated. Invoicing by paper often took weeks to get paid so they wanted an invoicing method to allow them to capture payments in the field right from a mobile app.

Alarmatec assigns work orders daily to manage their customer orders and their technicians' schedules. Alarmatec handles 60 or more work orders per week and needed a solution to manage, organize and track all work order information. In addition, they needed the work orders to include specific rules for detailing the customer information, such as comments, photos, and client signatures. Alarmatec management desperately wanted a solution to organize all operations and visualize the information on a dashboard in real-time.

Results: Endless Visibility & Streamlined Operations

Alarmatec started using MobiWork in 2015. One of the main reasons Alarmatec needed a mobile field app was because of the difficulty they were experiencing in monitoring the status of work orders and scheduling and tracking their field workers. Upon implementation, they were up and running almost immediately and fully operational within days.

Alarmatec's scheduling processes are now streamlined, as they can instantly dispatch technicians in the field, with ultimate visibility for time tracking. MobiWork helped solve Alarmatec's scheduling dilemma and as a result, Alarmatec's work orders became 15x more efficient. Roger Crooks, General Manager at Alarmatec, stated, "We are thrilled that our scheduling, work order management, and invoicing in the field is 100% faster than operational times before."

Their team loves the field user graphical user interface (GUI) look and how simple it is to use. It was crucial that they find a solution to allow for visibility with dashboards so they could consult the technicians' behaviors and geolocations as well as consult with customers in real-time. They love the GPS features, Crooks commented, "**MobiWork automatically gave our administration team the relevant details of employee and customer accounts based on MobiWork's intuitive, dependable, geo-located CRM systems.**"

Roger Crooks explained, "**The main advantage of the new app is that it saves me time and money. With the work order status, I have quick access to provide customers with real-time information. MobiWork field services have created endless visibility for all operations and a seamless way to capture lead critical information.**" In addition to gained visibility, their team has seen increases in customer satisfaction by 67%, because they have access to maintenance and compliance statuses.