

New Infomill PartsArena solution for Smartphones set to revolutionise field service and maintenance

Submitted by: The Bright Consultancy

Tuesday, 28 September 2004

Service Management Show, NEC, Birmingham Infomill, a leading provider of mobile technologies for the maintenance, repair and overhaul (MRO) market has today announced the introduction of a Windows Mobile based Smartphone version of PartsArena Mobile, its proprietary software which is already revolutionising field service in many industries.

Featuring unique, 'thin technology' which enables a vast amount of data to be stored and accessed, PartsArena Mobile compresses thousands of pages of technical information, component details and service manuals into an intuitive, easy to use and access solution for use by Smartphone users in the field.

Detailed diagrams of products and their respective components can all be accessed via PartsArena on the Smartphone, making it the ideal software tool for field engineers, keen to carry up to date information in a very portable way. Added functionality is offered through the parts ordering system which enables users to identify a faulty component, select it and order a replacement all via the phone, reducing phone calls to helplines, parts distributors or even visits to suppliers.

Adrian King, Infomill's director of software engineering explains: "Our research with field service technicians told us that they could really benefit from having all of their technical manuals with them in an easy-to-use format to quickly find details for the right spare part for ordering. They also told us that carrying unnecessary equipment to a customer's site is a hindrance but one piece of essential equipment that is always carried is a mobile phone. While PartsArena was already being used to great effect in mobile devices including PDAs, we hadn't exploited the possibilities that the new style phones have offered until now. Thanks to the fact that the software requires only a small amount of memory and processing capability to operate, it has proven to be an ideal application for the Smartphone.

"We can now publish technical documents, diagrams and product information in the most compact and accessible form currently available. What this means for manufacturing companies is that technical information can be easily carried by field engineers on their phone, improving not only service times but more crucially the correct fix, first time. Updating information held by PartsArena is as simple as sending and receiving a text message. Once engineers are equipped with the Smartphone, they can opt to receive wireless updated information via GSM, GPRS or 3G or can connect to a PC to download updates from the web or CD-rom."

In addition to offering an opportunity for manufacturers to increase the availability and accuracy of product information in the field, PartsArena Mobile on SmartPhones offers several advantages to the engineer. Not only does he or she no longer need to carry around folders of information and paper diagrams but parts ordering is much easier. By simply navigating through a schematic diagram of a product or machine, the engineer can select the part requiring replacement and order it with just a couple of clicks of a button. Administration is also simplified for the engineer as all parts ordering can be carried out via the phone, keeping paperwork and invoicing to an absolute minimum.

Chief executive officer of Infomill, Jonathan Ralphs believed PartsArena Mobile technology will quickly become the benchmark for information provision for the field service industry. He comments: "PartsArena technology is unique in the global marketplace – no other company currently has the skills necessary to transfer such large amounts of information into an easily accessible format. To give some idea of context, one customer has transferred 50 thousand pages onto a single 1 GB SD card for use in PDAs by its engineers. In addition to the sheer volume of information storage, the functionality of the system allows searches by component, is fully indexed and offers an inbuilt parts ordering service making it an interactive service solution as well as an information provider. For the engineer, PartsArena is as crucial a tool as a screwdriver or wrench."

Infomill customers already using PartsArena on mobile devices include Baxi Potterton, BT Industries, Barloworld and Atlet. Lee Robinson, service director of Baxi Potterton's OEM operation, heateam comments: "Infomill delivered more useful functionality than our original specification required, within budget and on schedule. Infomill's obvious knowledge and understanding has impressed the whole implementation team. Our engineers and help desk staff started to benefit from the PartsArena system from the day it was launched."

For more information on Infomill PartsArena call 01332 293519 or visit www.infomill.com.

Notes to Editors

Service organisations use PartsArena Mobile to provide up-to-the-minute technical data content to deployed field engineers using industry-standard communications channels including GSM, GPRS, and Wi-Fi. The client product also uses on-board memory including SD and CF cards to manage compressed technical libraries where wireless communication is not available to the field employee. PartsArena Mobile is designed to operate as a very thin client on a PDA or Smartphone requiring only small amounts of memory and processing capability to operate. Infomill's strategy to provide lean, efficient applications means PartsArena Mobile can co-reside on a device that can typically provide a field employee with all of the information tools needed in his/her job. PartsArena Mobile also manages the 'how-to' technical information required to inspect, repair, service, and operate equipment.

Infomill Limited is a privately held business with offices in Burlington US, Derby UK and Sydney Australia. The company's partner network includes Accenture, AtosOrigin, Capgemini, IBM, Microsoft, Oracle, and SAP. Infomill has over 10,000 users of its technologies worldwide. Global customers include ALSTOM Power, Arvin Meritor, Atlet, BAE Systems, Barloworld, Baxi Potterton, BT Industries and Tetra Pak.

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Photography is available to support this story and spokespeople are available now for interview.

Contact Andrea Matthews or Peter Haddock at The Bright Consultancy
Telephone 01564 795535 or email pr@bright-consultancy.co.uk