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Mobile Data Passes the Test

A new mobile data interface is enabling Sysmex UK, the country's number one supplier of haematology diagnostic testing equipment, to improve customer service while at the same time achieving major cost efficiencies. With a team of 11 field service engineers responsible for looking after pathology equipment at a wide range of hospitals, clinical laboratories and veterinary clinics, the



company needs to ensure they have the latest information available at their fingertips. Already an established customer of Interchange Group, specialists in mobile communications for field service, the Sysmex team wanted to maximise information sharing between its Cognito mobile units and its existing interchange service solution. By implementing Interchange's Mobile Data Interface Module, the company has not only speeded up its response times, but also enables its engineers to have much more flexibility of information. Sysmex's Colin Hall said: "The benefits are considerable, but most importantly, we now have constant communications with our engineers on site and can know at any one time exactly where they are with a job. "We've been able to reduce the workload on our admin staff because engineers can now input the relevant information into the system while they are still on site. This then automatically comes back to us for review and we can close the call at the push of a button."

Reader enquiry **110**