

FMC Replaces Years-Old InteServ, Launches Mobile InteServ to Positive User Feedback

Overview

FMC Technologies has dozens of locations around the world with thousands of employees that service their own and competitors' fracturing iron. *InteServ* was an internal web application built over a number of years by many developers used by FMC's field technicians to track the movement of these iron assets through the inspection and repair process. FMC's services start with receiving the assets from their customers, continue through to the inspection process and finally, shipping them back to customers.

Challenge

FMC contacted Studio 6 Software to see what could be done to simplify the process of managing the flow of asset inspection information across their organization. Despite the presence of the existing software, data clerks had to print off work sheets, technicians were forced to write down inspection information, and then the clerks had to enter the information into the system. Navigation through *InteServ* was difficult and time consuming, and information known to have been collected was difficult to find again.

Senior management wanted a modern looking application that was simple to use, easy to navigate and capable of allowing users to quickly find historic inspection data, all without having to write anything down on paper.

The purpose of the project was three-fold:

1. Modernize the user interface and provide a solution that runs in a web browser, specifically PC desktops and Apple iPads.
2. Ensure simplicity so technicians can do their own in-shop, real-time data entry for receiving, inspection, and shipping without having to rely on data clerks.
3. Provide cradle-to-grave data storage and retrieval so technicians can review an iron asset's history prior to beginning an inspection session and to review its history with the customer.

Solution

A four-month proof-of-concept project was commissioned to evaluate Studio 6 Software's capabilities. This transitioned into a much larger project after extremely positive reviews of the working relationship and especially the application itself.

The new *Mobile InteServ* is a web-based application that completely replaced the original – however, the years of data already collected was still important to retain, so the new solution was architected to re-use the same database as the legacy software did. This allowed users around the world to continue using the existing tool unimpeded while development of the new version was in progress. A migration from the legacy to the new version occurred on a facility-by-facility basis.

Features were built for multiple user roles:

- Technicians, who performed the actual work of receiving, inspecting, and shipping iron assets.
- Job Coordinators, who reviewed the overall work in the facility of all the jobs to which the assets were allocated.
- Administrators, who had the responsibility of ensuring all master data was in place and correct when assets arrived for inspection.

Depending on the role of the user logging into the system, only those features pertinent to their responsibilities and needs was displayed, narrowing their focus to only those tasks relevant to them.

Results

The response from users was tremendously positive. One of the early versions prompted this feedback:

Today was my first experience with the technicians using the iPad to receive entire jobs. It was done very quickly. I was really AMAZED to see how fast this was. It looks a lot more professional in my opinion.

An Administrator commented:

The search on the right part of the customer screen is ridiculously powerful! You are a genius!!

One corporate trainer, when asked to provide training on *Mobile InteServ*, replied:

Training?! What for? Just sign in and start using it.

And a Base Manager had the following feedback:

InteServ and now Mobile InteServ are undeniably two of our key products that give us an edge in this market right now. I have been able to leverage the power of the database reports to sell our customers on our superior quality of service. Transparency is everything right now in our market. Here are some key benefits I'd like to recognize our InteServ team for:

- *Our throughput has increased at inventory. We had two techs inventory over 200 assets in a single 12 hour shift last week. This is roughly a 100% efficiency gain compared to the traditional inventory model of a data clerk and inventory tech.*
- *Asset management throughout our service process is manageable from a single screen allowing management to make key decisions with minimal need to investigate the current status of jobs. Huge time saver. Has allowed us to diversify our service coordinator responsibilities to manage the warehouse as well as job progress.*
- *Customers appreciate the timeliness and ease of iron deliveries with Mobile InteServ.*
- *Our customers seriously appreciate the honest and factual discussions we can have with live data. Mobile InteServ has allowed us to rebuild trust with key customer accounts.*

One of the in-house developers who inherited the project at the end of my time there made the following comment:

Thanks a lot for all the great work you have done. It is very clean and understandable for us. It a great learning curve for us.

After the contract was completed, I received the following from one of the Base Managers who joined the project part-way through:

Thanks for your support. In the last few months I really came to appreciate the speed and accuracy with which you supported us. I had not really been able to see how you worked up to that point. Excellent service brother. Really appreciate you.