PHALANX MOBILE APPLICATIONS
OVERVIEW

PHALANX is a mobile applications platform combining barcode and Radio Frequency Identification (RFID), operational apps (running on smart phones and tablets) and integration with back-office systems on a single software platform.

In this document, we explore three business scenarios where the technology can be utilised to solve inherent problems associated with equipment management. These include:

• Equipment Rental & Maintenance
• Field Service
• Warehouse Operations

In each instance, we expose the error, delay and cost generated by reliance on paper in industrial operations. We also show how a switch to mobile operations addresses the biggest problems caused by paper, including transcription and transposition errors, time delays and poor data integrity.

PHALANX offers an opportunity to streamline and integrate operations. Scanning a barcode or RFID tag to identify equipment removes the risk of error. It's also much easier to ensure compliance, as PHALANX apps use workflow steps, electronic data forms and checklists for each process. PHALANX also increases efficiency by automating tasks that would otherwise be handled manually.

PHALANX has been proven to improve the core pillars of equipment operations: safety, reliability and profitability.

With this in mind, read on to discover how PHALANX can be delivered rapidly and start offering immediate business benefits through real-time visibility and easy integration to your back office system.

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The traditional approach of using multiple paper forms and human effort to track and manage physical equipment simply does not fit with the goal of lean operations.

Not only does the traditional approach waste time for over-worked technicians, managers and administrative staff (who must record, transcribe and re-key handwritten notes into back-office systems) but it also impacts on profitability due to lower equipment utilization and revenue leakage caused by missing equipment.

Meanwhile, regulatory compliance standards for equipment management and repair are increasingly strict. Non-compliance can critically affect a business's reputation, require operational shutdown or, in extreme cases, endanger lives.

WITH PHALANX

Replacing paperwork with PHALANX Apps improves operational efficiency by increasing real-time equipment visibility.

Integration between back office systems and PHALANX enabled mobile devices allows staff to quickly scan and identify equipment using easy-to-apply barcodes or RFID tags. This means that an organisation's equipment and stock database will always accurately reflect operational reality.

PHALANX has dedicated apps to support the delivery, return, transfer, inspection, repair and test of equipment. Connecting the flow of information between all departments provides a simple interface for all involved to quickly check the current status and history of any item of equipment.

As well as higher equipment utilization and increased job profitability, back-office and depot staff are also freed to spend more time managing customers, work and equipment, as opposed to time-consuming and error-prone paperwork.

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PHALANX MOBILE APPLICATIONS
FIELD SERVICE

AS THINGS STAND

Each time a field technician service visit has to be repeated due to unavailable or missing stock/spare parts, a business loses margin.

The amount of time field technicians lose processing paperwork can often be excessive. For instance, the average time for a technician to write equipment serial and parts numbers to satisfy a simple three line work order is around 90 seconds, while the probability of error can be as much as 10%.

Commonly, while a delivery note or work order starts its life in a company's ERP system, it is eventually printed out and given to the relevant operations person. Then, when the work has been completed it must be accurately recorded, so that it can be billed and equipment and other histories updated. This error-prone manual process simply cannot compete with the speed and accuracy of integrated mobile apps.

WITH PHALANX

What if field technicians always had the correct equipment and spare parts available at the beginning of the day to satisfy workload?

And what if service and logistics planners could view equipment stock across all depots and trucks, allocate work remotely and check on the progress of field work in real-time?

By providing real-time visibility across the field service operation, PHALANX makes these two concepts a reality.

Work can be communicated to field technicians instantly on their smartphone, where they can 'ping' an equipment's barcode or RFID tag to match the selected equipment against the order.

The probability of equipment being unavailable to support field staff drops significantly, as will the delay in moving equipment and spare parts to the correct depot or truck to satisfy demand.

Capturing field service information directly and digitally from the field will reduce Days Sales Outstanding (DSO), improve operational efficiency and increase job profitability.

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AS THINGS STAND

Warehouse operations is a natural fit for mobile applications.

Reliance on paper for communicating both what needs to be done and recording what has been done in a warehouse can result in damaging disconnects. This is particularly the case in fast-moving scenarios where changes on the floor occur regularly.

Paper-based goods receipt and warehousing processes can hinder the progress of operations, often resulting in large backlogs of unprocessed goods lying idle in the receiving bay.

Meanwhile, errors in equipment quantity or warehouse location can slow down, or even halt, a lean operation. For instance, when equipment is incorrectly marked as unavailable, it can greatly decrease equipment utilization rates and result in revenue loss.

WITH PHALANX

PHALANX apps enable warehouse teams to produce instant goods receipts with no manual data entry. Staff can process received goods by scanning barcodes with a handheld mobile device against the expected delivery lines, avoiding the need to create paperwork or waste time travelling to a desk-bound PC to key in data.

Key benefits include reduced working capital as a result of increased inventory throughput and the ability to automatically match supplier invoices to a purchase orders.

Meanwhile, the PHALANX Stock Count app manages cycle and both cyclical and full inventory counts for fast, easy and accurate stock counting.

PHALANX will eliminate data entry errors and rework time. This increases the efficiency of staff and it is realistic to expect a significant reduction in the time spent receipting goods.

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