

Leopard Service For Business Growth & Service Efficiencies



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Nick Duncan
CEO, HydroChem

Leopard Service solution supports 20% growth by delivering measurable service efficiencies

The Challenge

Leading Australian water treatment specialists, HydroChem, service in excess of 2000 cooling towers each month to ensure proper function and compliance with state and federal health regulations including Legionella control measures. In order to do so, HydroChem engage 100+ technicians to deliver these services nationwide.

“Previously, our technicians would manually record up to three service and technical reports for each cooling system on carbon-copy paper, that’s three sheets: one for the client, one for head office and one for the technician’s record, for up to 10 service visits per day. So, if you do the math, HydroChem was managing the distribution and storage of around 3,000 pieces of paper, containing critical information, every day,” said HydroChem CEO, Nick Duncan.

Following the rollout of Leopard Service, HydroChem technicians were freed up to efficiently carry out complex technical tasks, electronically collecting data and analytical test results, allowing them to complete critical client reports on site in real time. This enabled HydroChem and its clients access to up-to-the-minute reports ensuring continued compliance within such a highly-regulated industry.

“Primarily, our initial objective was to eliminate the onerous manual handling of paper entirely, which Leopard Service has done, providing an immediate return on our investment”, says Duncan.

The Solution

The productivity benefits of an electronic system, such as accurate stock control, time management, reduced user error, process consistency, job priority scheduling, and end-to-end workflow processes with critical safety and compliance checkpoints, provided further service delivery optimisation. Improving real-time communication from HydroChem’s field operatives to their head office and clients, streamlining data entry and enhancing data visibility, had a direct and positive impact on service efficiency.

“HydroChem’s business has grown by over 20 percent since the introduction of our first Leopard Service mobility solution. We’ve been able to support this growth without expanding our workforce thanks to the digital mobile system in place”, Duncan commented.

HydroChem have leap-frogged the competition in workflow efficiencies and are now working with Leopard Systems to upgrade their entire mobile workforce to Leopard’s next-generation solution.

While the Leopard Service application has kept step with HydroChem’s evolving business requirements, the ageing hardware was losing its effectiveness in the face of current technology, operating systems and integrated software platforms; a well-recognised challenge when implementing any form of technology innovation to improve business efficiencies.

“Our rugged mobility devices are over five years old now, so we’re upgrading to Leopard’s latest solution, for both hardware and software”, says Duncan.

“New hardware will mean we’ll be able to continue to meet and exceed our client’s requirements. The change in hardware leaves behind the ageing Windows Mobile platform and allows us to run on the most current Android operating system. Leopard Service being multi-platform should make for an easy migration.”



“The upgrade will provide additional capabilities including photo/scanning for visual record keeping, increased device memory and performance, and better interfacing with our client’s systems and applications that are predominantly Android or iOS”, Duncan remarked.

The Results

HydroChem’s service delivery is sophisticated and complex in nature, with strict safety and compliance requirements linked to technical safety, servicing, maintenance and testing processes, as well as time-critical reporting to clients. Keeping pace and upgrading the enterprise mobility solution is vital for continued service performance into the future.

“Leopard’s enterprise mobility solution has become a core part of our business, we use it every single day. We have about 180 staff, field technicians and head office staff, who work and rely on the solution daily.”

“We’ve found the entire Leopard solution to be extremely stable. We’ve experienced no downtime over five years. That’s pretty amazing when you consider the huge amount of data the system is processing at any one time”, says Duncan.

HydroChem have recently invested in a new nationwide fleet of rugged mobile devices from Leopard to migrate to the latest multi-platform Leopard Service; Leopard’s leading-edge mobility application fine-tuned and configured to the many process workflows and business specifications of HydroChem’s field service delivery.

Next-generation Leopard Service automates redundant, unsustainable business workflow processes and paper-based administration while improving worker productivity through real-time access to information, tracking, work-order dispatch and reporting out in the field.

As a multi-platform application, Leopard Service is fully functional on the Android operating system of HydroChem’s new rugged devices providing an immediate return on capital investment.

About Leopard Systems

Well regarded within the Transport & Logistics, Field Service, Retail and Supply chain sectors, Leopard Systems leads the way with its signature suite of enterprise mobility solutions and services designed to increase efficiencies, reduce input error, lift productivity and increase the bottom line.

www.leopardsystems.com.au

About HydroChem

HydroChem is Australia’s foremost accredited water treatment company, delivering a range of services for diverse industries with a clear focus on the risks associated with water management. In particular, HydroChem manage large cooling tower systems for regular maintenance, safety testing, servicing and operational compliance Australia wide to minimise the risks associated with Legionella contamination.

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