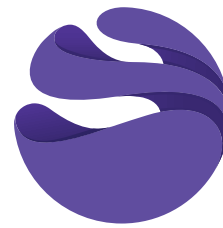# Onsite Rental Group

Taking the Paper out of Toilets:
How Enterprise Mobility Drives Profits and Productivity

SimbleMobility

ACHIEVING INDUSTRY BEST PRACTICE

Onsite Rental Group is a large equipment hire company with a focus on the construction and mining sectors. They employ around 500 people across 31 regional offices and more than 50% of staff are equipped with mobile devices.

Industrial equipment rental and service is not a sector regarded as being at the bleeding edge of technology, yet Onsite was determined to create an operations environment that supported innovation and growth and provided a clear competitive advantage.

THE BUSINESS CASE

In 2012 Onsite Rentals embarked upon a program to mobilise its business operations and workflows, specifically the replacement of paper-based worksheets with real-time retrieve and dispatch data.

Having assessed a number of enterprise mobility options, Onsite selected Simble based on their proposal to develop and deploy the required solution using the Blink Mobility Platform.

SOLUTION FEATURES

The solution delivered on a number of key factors including:

- A simple, uncluttered user interface suitable for various skill levels.
- Accessible across multiple business units and functions and on a multi-use device.
- Ability to read/write to backend SQL databases/ Integration with a proprietary and long-deployed ERP system.
- Offline mode with caching.
- Barcode recognition, scanning and acceptance to operate in low light/no light environment.
- Automatic capture and logging of background data such as latitude, longitude, audit times, etc.
- Ability to connect to Active Directory.

CLEAN SIMPLE USER INTERFACE ENGAGES INSPECTORS

Onsite managed the back-end system access whilst Simble provided the development, design and delivery via BlinkMobile's Enterprise Mobility Platform, as well as the web service integration aspects. The project involved the creation of two mobile applications for hired equipment fleet inspection and hired toilet (port-a-loo) servicing, beginning with a 'proof of concept' around the industrial fleet maintenance which took 1.5 days.

Following the successful POC, an Active Directory adaptor and an adaptor linking to the customised ERP backend were developed to ensure appropriate security and MDM capabilities were possible.

The entire project from design to live was completed in 4 weeks. Maintenance crews were issued iPhones all with off-the-shelf ruggedised cases. These devices also enable the crews to access corporate email and any other apps that Onsite use, which are published through their MDM.
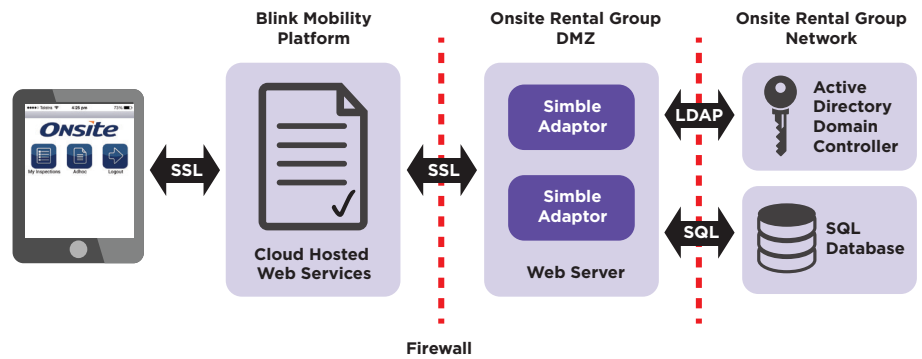
"We have identified direct savings of at least $200,000 per annum with the toilet maintenance application alone and travel costs of service staff have been reduced by 20%."

Onsite

ANTHONY BOLACK
National IT Manager
Onsite Rental Group

Blink Mobility Platform — Cloud Hosted Web Services

SSL

Onsite Rental Group DMZ — Simble Adaptor / Simble Adaptor — Web Server

SSL

Onsite Rental Group Network — Active Directory Domain Controller / SQL Database

LDAP / SQL

Firewall

Onsite Rental Group dramatically lifted productivity, improved its risk management processes and significantly reduced operating costs by implementing an enterprise mobility solution delivered by software solutions provider Simble leveraging the Blink Mobility Platform.

BUSINESS OUTCOMES

Anthony Bolack, National IT Manager, Onsite Rental Group has evaluated the outcomes of the project/s and has determined a positive contribution to the company in a number of areas, including:

Cost Management

Route optimisation for service staff has reduced travel costs by 20%. Anthony has stated that they have identified direct savings of at least $200,000 per annum with the toilet maintenance application alone.

Better Customer Engagement

Onsite can now provide real-time information regarding service and safety maintenance in a highly transparent manner leading to higher levels of customer trust and engagement.

Productivity

Along with cost improvements, service and maintenance cycles have improved by 20% - processes that were paper-based and took up to 2 weeks to complete are now actioned in real time, data quality has improved due to automatic barcode readings.

Innovation

In a sector that is typically a technology laggard, Bolack feels they have taken a very innovative approach that places them ahead of their competitors. He referenced one of Onsite's competitors that followed suit and took 12 months to create a similar capacity (with different technology vendors) to what Onsite achieved in four weeks. Bolack stated that "we have moved so fast on this that the rest of our business is still catching up".

Risk Management

With Onsite's responsiveness and data quality both dramatically improving, the solution provides the basis for improved equipment reliability and reduced risks.

Talent Management

The project's success is being felt across multiple areas. It freed four employees to be reallocated to higher value roles within Onsite, contributing directly to revenue and customer service improvements; the technology team gained significant new mobile applications skills and the deployment of mobile technology to a previously isolated mobile workforce has now helped them become much more integrated into the broader Onsite team.

Initial research by Tech Research Asia

Simble

www.simblegroup.com

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