

ESP Success Story

GE Walker Inc.

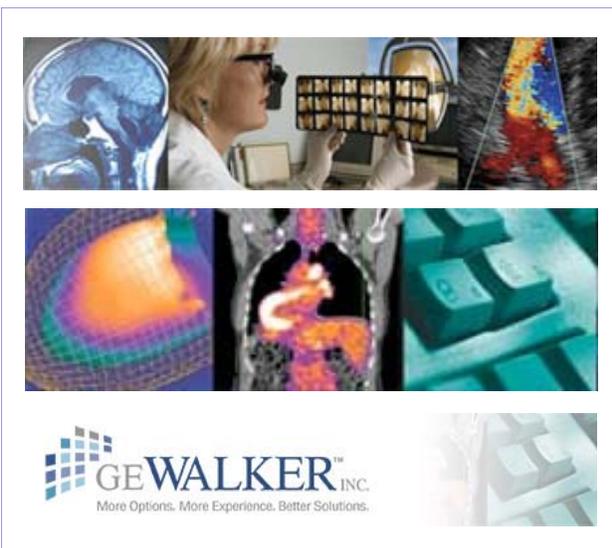
Integration Project: Field Service and Financial Applications

Company - GE Walker Inc.

For 30 years, GE Walker (GEW) has helped healthcare providers, such as medical clinics and hospitals, find optimal solutions in the dynamic medical imaging market. The locally owned company serves 1,400 customers throughout the Southeast region of the United States from offices in Tampa, Atlanta, Orlando, Ft. Lauderdale, and Ft. Myers. They have exceeded \$650 million in medical imaging sales and have 110 employees, of which over 50 are field service engineers.

GE Walker is a leader in digital imaging, including advanced PACS solutions, and more competitive options than any other single source. As a GPO (Group Purchasing Organization) approved vendor they work with national organizations and provide full service and support to their customers, including:

- Analog-to-Digital and PACS Consulting
- Site Design
- Multi-modality Service Contracts
- Preventative Maintenance
- Dispatch ER Service 24 / 7 / 365



Challenge

Over time, GE Walker's business had been changing; focusing less on distribution of supplies and more on equipment sales and service. Amber Trombley, Director of Business and Finance, realized that the existing system was unable to handle the increased volume. Gaps included:

- Calls recorded with few details during final billing process. Real-time data unavailable.
- Preventative Maintenance (PM) visits organized manually on spreadsheets
- Verbal dispatching leads to information gaps
- Invoices created from scratch after paper service reports are received and processed
- No ability to track service history by equipment or facility.
- No effective way of tracking hours devoted to service, or productivity of technicians.

GE Walker wanted a more efficient system for organizing and assigning calls and better information for customers and management.

Evron's Solution

Evron automated service dispatch, billing, and tracking processes by using their EASI.net technology to integrate Evron Service Package (ESP) with GEW's existing financial software. The system is based at the Tampa head office, with other offices connecting via Microsoft Terminal Services. The changes have been dramatic:

- Service calls recorded in detail as received
- PM schedules created automatically
- Calls dispatched through mobile devices
- Invoice generated upon call completion through simple select and post.
- Graphical Dispatch Calendar shows up-to-the-minute snapshot
- Extensive tracking, reporting
- Scalable for future growth



Results

- **Reduced Administration Saves \$50,000:** ESP allowed GEW to reduce their office staff by two employees and helped the entire organization work more efficiently.
- **Time To Bill Reduced By 80%:** In the past, invoices were sent out a week after a job was complete. Today they go out the next day.
- **Billing Accuracy Improved:** Customers often have over two dozen products scattered across a large institution. ESP has made it easy to invoice each department for each item, with all service events covered on a single invoice.
- **Up-To-The-Minute Information:** Through a web portal, customers can find out whether technicians have been dispatched and when to expect them. As soon as work is complete, they can find out exactly what was done and why.
- **Better Business Intelligence:** Management can now properly track the productivity and profitability of their 50 person service department and make more intelligent business decisions.
- **Easy Customer Reporting:** Customers require monthly reports on work done to each piece of equipment. These used to be done manually. Today ESP creates them quickly and accurately.
- **More Effective Service:** As each month begins, technicians already know where the majority of their calls will be, because PM visits have been scheduled automatically. Other calls are received through detailed text messages on their mobile devices. This ensures that they are in the right place at the right time, with the right information.
- **eCommerce Enablement:** In addition to its use in the ESP project, Evron's EASI.net technology is allowing GEW to integrate their financial system with a powerful new eCommerce website.

“There have been enormous improvements in the quality of customer care.”

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“Most impressive to me is the service we get from Evron as a company. They are a dream to work with.

It is obvious that they are always trying to improve their product to make it more beneficial to the service industry.”

- Amber Trombley, Director of Business and Finance, GE Walker Inc.

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5 Denison Street, Markham, Ontario L3R 1B5 | www.evron.com | T: (905) 477-0444 | F: (905) 477-2814

