SHRED-IT UTILIZES MOBILE APP TO INCREASE FIELD PRODUCTIVITY

CHALLENGE

Shred-it customer service representatives (CSRs) were spending too much time at their desks instead of spending time with customers. Shred-it needed a solution that would give CSRs the ability to access and input data in the field instead of going back to the office to complete the work. The solution needed to be secure, and provide backend security and information transmission.

SOLUTION

Rural Sourcing helped Shred-it develop a mobile application that gave their CSRs access to CRM data anywhere they could use their mobile devices. The application was compatible with Windows Mobile handheld devices and enabled the CSRs to provide customers with printed documentation in the field, access and update data in the CRM, and provide the corporate offices with real-time information about their activities. Information could now be transmitted immediately without needing to return to the office and manually input data, saving time and money.

> Shred-it's CSRs were able to spend more time with customers by using the mobile app that Rural Sourcing developed. Shred-it could now access vital metrics anywhere they did business.

RESULTS

The application that our team developed was able to collect data from Shred-it's data repositories and present vital metrics to the CSRs in a sleek and intuitive package. Now data was accessible and available from anywhere that Shred-it did business.

Shred-it CSRs were able to provide customers with Line of Custody Tracking, so that materials could be traced from pick-up to destruction. Giving customers the ability to track their order throughout the entire process provided real-time visibility and complete transparency.

The reps were also able to provide Certificates of Destruction on-site. These included the customer's signature and were proof that the documents were picked up.
Overall, the CSRs were able to be more efficient andcut down on time doing administrative tasks, while raising customer satisfaction.

Technologies: Kony, .net, ABAP

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