

SHRED-IT UTILIZES MOBILE APP TO INCREASE FIELD PRODUCTIVITY

CHALLENGE

Shred-it was looking to implement a solution that would give their Customer Service Reps (CSRs) access to CRM data in the field. Reps were spending too much time at their desk instead of spending time with customers. They needed a solution that would give their employees 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 Customer Service Reps 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 Rural Sourcing 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, enabling them to trace materials from pick-up to destruction. The ability for customers to track their order through the entire process gave them real-time visibility and complete transparency into the process.

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 and cut down on time doing administrative tasks and customer satisfaction was raised.

Technologies: Kony, .net, ABAP

ABOUT RURAL SOURCING

Rural Sourcing (RSI) offers a cost effective, agile approach to software development, support and maintenance of critical business and cloud applications. By providing an alternative to offshore outsourcing, RSI eliminates the obstacles of time zones, distance, language, and geopolitical risks. With development centers strategically located throughout the United States, RSI leverages untapped, highly skilled IT resources in smaller cities to provide world-class solutions for Fortune 1000 clients across various industries including consumer & retail goods, financial services, healthcare, hi-tech, insurance, and pharmaceutical.



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