



Revtec Improves Data Processing by 3000% with MobiWork

Revtec is a technology solutions integrator focused on telecommunications that offers solutions for contact centers, telephone exchanges, mobility, perimeter security, structured cabling and networks headsets. They are the number one integrator at the Central American level of Corporate Communications, Data and Video Surveillance Systems for small, medium, and large companies. Their support engineers have a track record of more than 40 years in the Central American market. The level of knowledge of their support engineers plus the superior capabilities of their solutions is what really sets them apart.

“I was very surprised by the way it helped us at the start of the Covid19 pandemic. Faced with this situation, MobiWork was very helpful as our operation continued practically without any change even though we were working remotely. Fortunately, we had been using the tool for several years and we continued to operate without any problem, having access to the information from the home of each employee, serving our customers without any difficulty.” – Luis Ortiz, Chief Operating Officer

Industry:

Telecommunications, Utilities

Regions:

Central America

Key facts:

- 125,000 equipment managed
- More than 3,000 clients
- 125 employees

Website:

www.revtecsa.com

Reseller: RendellT

Key Challenges: Digitization of Information, Manual Documentation

Revtec being a technology company, they realized that they needed to change their manual and rudimentary documentation processes. They knew they needed to venture into the digitization of information in order to access everything they needed

from any remote site. Another challenge that they wanted to address was speeding up their collection period because it was exaggeratedly long. This was dependent on the documentation that the technician provided feedback on, which, again, was totally manual. Migrating to a digital stage would allow Revtec to access information in real-time, from anywhere, with the access to historical reporting that would allow them to make decisions.

Results: New Supervision Model, Automatic Notifications, Improvement in Billing and Collection Time

Revtec uses MobiWork for the allocation of technical resources in the pre-sale, execution and post-sale stage. They also use it for the opening of cases of hardware repair and deliveries of the logistics area of equipment distribution. Before MobiWork, there was a supervisor who randomly visited the location of the support engineers to validate their location and the work performed. Customer service agents in their work order generation process had to inform customers by telephone of the case number generated for their request. Technicians would fill out an on-site template where they recorded the work performed and requested the clients' signature. Then, they would have to go to the office to deliver the signed documentation to an administrative assistant in charge of typing the information in the previous system, to scan the documentation and transfer a physical copy to the accounting area and another to archive. There was no formal closure notification for the end customer. They only received a copy of the form filled out by the support engineer. Currently, with MobiWork, the supervisor position is no longer needed, and geolocation is used, and the documentation of jobs is captured through photos. Technicians fill out forms directly from their cell phone and when the work order is closed, an automatic notification arrives at billing, collections, and administrative office with an attached report, as well as the documentation collected by the technician. An automatic notification is generated when closing an order, and the client is informed of the closure including a technical report with the record of activities carried out. **“All users are very satisfied with MobiWork. It is easier for them to document the work carried out. In the accounting area they are happy with the ease with which they are notified of the completed work, and at the managerial level many decisions have been made based on the historical information that MobiWork provides us.”** With the digitization of information, it brought Revtec a new supervision model and the improvement in billing and collection time. Their billing period decreased by 7 days, they had a 40% reduction in the expenses of the administrative and dispatch department, and data processing improved by 3,000%! MobiWork is also very happy that we were able to help Revtec through the Covid19 pandemic. The governments of the countries where they work forced closure of many activities, which forced them to be absent from their offices for a long time. **“I was very surprised by the way it helped us at the start of the Covid19 pandemic. Faced with this situation, MobiWork was very helpful as our operation continued practically without any change even though we were working remotely. Fortunately, we had been using the tool for several years and we continued to operate without any problem, having access to the information from the home of each employee, serving our customers without any difficulty.”**