



Tag Solvents See Major Increases in Operations with MobiWork

Tag Solvents was established in 1977, and are experts in the solvent industry, handling the supply, distribution, and equipment installation for various types of industrial solvents on the market. Tag Solvents is able to meet multiple consumption requirements for industries including paint and coatings, cosmetics, pharmaceutical, printing, rubber, waxing and mining. Being a major supplier across South Africa, Tag Solvents makes it a priority to distribute bulk orders within 36 hours of receiving an order. At Tag Solvents headquarters in Germiston, South Africa, they have the largest tank farm installation from which products are pumped and blended for distribution to meet specific customer requirements. Some of their popular products are paint thinners, lacquers, retarders, alcohol subtypes, wax solvents, and more. Customers love that Tag Solvents uses state of the art technology for blending capabilities, and can request bulk orders due to their underground storage capacity that can store 1,000,000 liters.

Industry:

Industrial Manufacturing and

Regions:

South Africa

Key facts:

- Founded in 1977
- 1,000,000 liters of underground storage capacity
- 36 hours fulfillment time

Headquarters:

Germiston South Africa

Website:

tagsolvent.co.za

“We depend entirely on MobiWork work orders and MobiRules, which have positively impacted our growth and customer satisfaction!” – Director of Operations at Tag Solvents

Key Challenges: Machinery Maintenance Forms, and Large Volume Fulfilment, MobiRules & Safety Procedures

In this industry, safety is a priority for both employees, customers, and the environment. Some solvents are highly toxic and potentially explosive when mishandled, misused, or if not stored in proper conditions. Tag Solvents is responsible for following all protocol with the supply and distribution of the solvents. Prior to having a solution to handle safety rules for employees, it was expected that employees read and enforce safety precautions when handling any solvent. There were unfortunate events where safety glasses or gloves were not enforced and as a result, some employees were injured. One case involved the mishandling and storage for highly flammable gas solvent that almost broke out into a fire.

Tag Solvents relies heavily on the equipment that manufacturers these solvent materials, and it's crucial that equipment is routinely inspected and maintained. Therefore, it is absolutely critical that the pumps are regularly calibrated to ensure continued accuracy for consistent safety precautions, as well as production standards and quality. In addition to sales orders, the management team wanted a solution to capture machine maintenance work orders in order to properly audit and track machine maintenance parts, dates or servicing, and more.

Prior to MobiWork, their team received sales or bulk sales orders from customers, and had no way to manage customer information. Their team needed to a solution to manage work orders, capture customer and delivery information in order to provide the highest customer satisfaction. In addition, Tag Solvents ship solvents with specific containers depending on the solvent being delivered, and they needed an automated process for selecting the shipment and assigning to a specific truck for delivery.

Results: Last Mile Delivery & Work Orders Success

Tag Solvents chose MobiWork for its customizable features, recurrent routes, work order management and scheduling. Before MobiWork, management spent hours and hours trying to assign the correct work order with the right technician, delivery schedule, and truck based on size of delivery. MobiWork helped streamline all work orders efficiently based on size of customer orders and volume of solvent being delivered. In addition, MobiWork made it easy to assign a large truck for the bulk delivery work orders to customers, whereas before there was no visibility of large trucks available to deliver. After an order is fulfilled to customers, MobiWork MobiRules sends an automatic proof of delivery, leading to higher customer retention and satisfaction. The General Manager of Tag Solvents said **“Thanks to MobiWork, we’ve seen an increase of 55% in customer retention. They really like how simple it is to order large volumes of solvents and see near immediate processing and delivery times. In addition, we’ve seen an increase of 75% in productivity, and faster operation times than ever before!”**