

Case Study

ProntoForms for Facility Management



Kencor ELEVATOR SYSTEMS



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– John Dodds , COO
Kencor Elevators

For more information: www.prontoforms.com



Going Up!

When clients think of Kencor Elevator Systems Inc., words like service and reliability come to mind. Since 1981, the Pennsylvania-based elevator company has been known for providing 24/7 elevator service across several states, including Pennsylvania, Maryland, Delaware and New Jersey. But, with a highly trained team of technicians in the field every day, something had to be done to both maintain its current standards and take the business to the next level.

Kencor Chief Operating Officer John Dodds is a progressive thinker, a leader who wants to constantly be looking to the future of not only the company, but also the industry as a whole.

He decided that the relaying of paper forms and other data (including timesheets, work reports and material requisitions), no matter the method used, was simply not getting the job done effectively in today's world.

"We needed to get more accurate and timely with our information processes. Creating weekly handwritten work tickets was no longer acceptable."

John and Kencor were introduced to ProntoForms, a customizable mobile business solution that turns conventional paper forms into mobile versions for all major smartphones and tablets. ProntoForms also ties in nicely with any back-end office system, allowing in the field technicians to submit reports and other forms in real-time.

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Kencor decided to institute ProntoForms with its service technicians. Initially, like anything new, there was a little apprehension from some technicians. Three of the technicians were having mild difficulties with the application. But, the Pro-Services Connect team was able to help in a timely fashion, liaising with Kencor's wireless carrier, in order to provide successful solutions.

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With a simple interface and extremely user-friendly functionality, ProntoForms soon became an everyday part of Kencor's business model.

"I can't say enough about the availability and help of the support teams, in terms of helping us get off the ground with ProntoForms. We were able to customize our own forms, even making them intuitive to trigger better decision-making by our field technicians. We plan on building out more customized forms in the near future."

While Kencor's adoption of ProntoForms is still in the early stages, that hasn't prevented Dodds from recommending the mobile business solution to Kencor's vendors and customers.

"A number of our clients and vendors were looking for a similar solution for their businesses. We've had several of them reach out and want more information about ProntoForms. I was only too happy to recommend the application."

Forget imitation – to the ProntoForms team, referral is the sincerest form of flattery.



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