ANSWERS ANYWHERE

KNOWLEDGE TO KNOW-HOW: Benefits for your entire company

What is AnswersAnywhere?

Every manufacturer of complex equipment has thousands of pages of valuable parts and service information for the products they sell and service. This existing documentation is an asset to the company, culminating from years of knowledge and experience.

However, field service technicians rarely have convenient, mobile access to this important knowledge when they need it most – onsite with a customer.

The AnswersAnywhere service is a combination of skilled content transformation experts supported by proprietary industry-leading tools and AI, helping organizations identify, organize, and mobilize valuable information so your field service team can readily access it.

By bringing all the relevant, up-to-date knowledge together in one place, AnswersAnywhere provides the opportunity for an organization to benefit from:

- "A single source of truth" that reduces errors and omissions
- Integration with other mission-critical systems including field service management and ecommerce
- Levelling-up of team knowledge capability by empowering all key coworkers with knowledge
- Increased productivity and reduced operational costs

Furthermore, AnswersAnywhere is a service that recognizes many organizations benefit from a helping hand to turn concept into reality.

Our experienced team includes data analysts to deliver professional consulting services built from years of experience, as well as software engineers that ensure your proof of concept can grow into an integrated, resilient part of your organization's technology ecosystem.

Our AnswersAnywhere Knowledge Base includes:

- Product Guides
- Installation and Service Manuals; Fault Finding, Technical data, Product Notices, Safety Bulletins
- Interactive, Hot-linked Exploded Diagrams
- Part Lists
- Product and Parts Availability
- Product and Parts Images
- How-To-Videos
- Price Lists

Formats Supported: Hard Copy, PDF, MS Word, MS PowerPoint, MS Excel, DBMS, Video, JPEG, PNG, BMP, TIFF

Benefits for Your Entire Company

AnswersAnywhere's knowledge transformation will benefit across your service operation, from field technician to job management, parts ordering to invoicing and integration with third party software. All of this culminates to a more efficient, professional and profitable organization.

Field Service Engineers

The Challenge

Field service technicians retain a lot of knowledge based on their experience, but there are times when first-hand equipment documentation is needed in order to diagnose a fault, select parts and complete the job.

It is common for engineers to use whatever methods are at their disposal; paper manuals, online searching, speaking directly to their support team, or looking at documents stored on their device or in the cloud. However, each method comes with issues, such as connectivity, or accuracy if the information is not current.

Security of data in sensitive industries can mean that correct and consistent information is difficult to access. Incorrect data, or lack of, causes a plethora of issues for the customer and your organization, including extended equipment downtime and additional cost associated with incorrect parts and return visits.

The Benefits

Your knowledge will be centrally collated, organized and delivered in a digital, interactive format. It can be provided via our AnswersAnywhere app, which means your data can be accessed by the field technician on their device even when in an offline environment.

A 'single pane of glass' that all your service team can see; capital equipment information including diagrams, video and imagery, viewed in a user friendly, digital, interactive format. Parts catalogs can lead to parts requests being added directly to the job in your field management system. Right part, first time, ready for ordering.

Your technicians are more efficient, customer satisfaction is higher, and service costs decrease.

Finance Department

The Challenge

One would be wrong in thinking that the only challenges faced by Finance Managers and CFOs is that of accountancy and money. Overseeing financial performance across multiple departments, including Field Service, is like spinning plates.

Field technology has changed the service industry radically in recent years. As a result, an FD's responsibility will include ongoing strategies to implement upcoming technology that alleviates expenditure surrounding servicing, maintenance and breakdowns.

After all, costly errors and time-bound work associated with productivity and efficiency ultimately affect bottom line profit. Embracing the right digital tools to improve performance, insights and analysis are now paramount to controlling costs and keeping ahead of the competition.

Education around sourcing such technology often comes from communication with other departments and colleagues, and as such should be explored fully before being adopted or dismissed.

The Benefits

AnswersAnywhere can save time on site by 15%, and cuts service costs by 10%, with a realistic ROI in a short period from implementation.

Transforming your company's knowledge and producing a centralized resource is not all about making jobs easier for your technicians. The addition of providing organized, accurate and centralized access to technical data will also directly improve bottom-line profit due to cost efficiencies, such as faster diagnosis, less incorrect parts orders, better parts management, less travel, and possibly more job scheduling.

Managers who do not implement such technology in the field feel the effects further down the line, impacting on already constrained budgets. Ultimately, errors due to lack of accurate, accessible data means costs are passed on to your customers in the future, which won't go unnoticed by your competitors.

The Challenge

2020 will see IT leaders focus even more on digital initiatives in an ever-demanding field service environment. Gartner recently reported that digitalization misconceptions is a top emerging risk, followed by lagging digitalization in 2nd place.

IT departments globally have a lot to deal with. As well as strategy, IT must consider security and data privacy, which is a primary concern, as security is taken to the max in a mobile environment, particularly if your organization employs third party contracting. What happens to the data when the contract ends?

Device lockdowns are common, restrictions on external data downloads, or in some cases having online access at all creates a huge headache for Field Service. The frustrations are felt all around the business, and the buck normally stops with IT departments to resolve these types of issues!

The Benefits

AnswersAnywhere integrates with field management software so parts data such as part codes, descriptions and part quantities can be passed seamlessly back to the controlling application without navigating away from the job or work order.

Our simple, non-invasive API can provide an 'invisible' link to a controlling application to make identifying faults and ordering parts quicker and easier for the engineer.

Put simply, key data like User ID and Product ID is passed from a work order/job using a secure mechanism to AnswersAnywhere, which can then automatically display relevant product knowledge. Any required Parts and User ID can be passed back to the work order/job seamlessly. Data can be segmented for contractors, with an expiry date when the job ends.

AnswersAnywhere is designed to be an extension of your field service system. Offline technology means the part information will automatically be pushed into the work order when the engineer has a connection.

Technology should make your team's jobs easier, not more difficult. They don't need solutions that create extra steps and waste time. Integrating AnswersAnywhere has enabled 1000's of service engineers to work more efficiently and accurately, with a better outcome for the customer and a better bottom line profit for their organization.

A Solution Tailored to Your Organization's Needs

AnswersAnywhere is designed to be tailored to each organization's specific challenges and requirements. Each solution is bespoke, and we pride ourselves on our reputation for delivering realistic and pragmatic solutions to fit each customer's requirements.

Here are just a few challenges we've helped customers overcome:

Case Study: BUNN-O-Matic
Solution: AnswersAnywhere Mobile App

Background

BUNN are a manufacturer of catering equipment based in the US. Products such as coffee machines and iced drink dispensers are sold to a global audience. Equipment is maintained by in-house BUNN service technicians and a network of third-party service companies.

Problem

BUNN-O-Matic had no easy way of disseminating technical, service and parts information to the field service technicians. Some material was available on the company website but lack of connectivity in some locations meant that an off-line solution was the preferred option. Unorganized data meant an inconsistent and time-consuming supply of information for technicians.

Solution

AnswersAnywhere specialists gathered all the information from disparate silos, preparing it into an AnswersAnywhere database for deployment to the field on mobile devices as an off-line service. The database is constantly refreshed with new material including parts, images and diagrams and updates to existing material sent out on a weekly basis.

Skill sets of the third-party service companies required an approach that allowed for limited datasets to be available for different groups of users, managed through an extract from BUNN's field management instance. Each third-party service company only has access to authorized segments of the AnswersAnywhere knowledge base relevant to their skills, delivered through an occasionally connected instance of the AnswersAnywhere mobile app. This data can be revoked at any time for added security.

Initial delivery of the AnswersAnywhere database was achieved within three months of the project start. The database continues to grow, with additional models being continually added.

Background

Stulz are a large manufacturer of air conditioning solutions, with a network of installers and maintenance technicians who are supported by an in-house technical support team. Technical help is delivered via telephone assistance.

Problem

Lack of product information available to the field technicians resulted in large numbers of calls to the technical help team. Due to information being scattered across various departments, time to resolve one technical problem could take as long as four hours. Stulz wanted to identify ways to reduce the number of calls to the help desk, and additionally to reduce the time to resolve the issues raised.

Solution

Specialist AnswersAnywhere data consultants spent two days on-site at Stulz main location in Frederick, Maryland USA, performing a Discovery Workshop. During the workshop, key staff members were interviewed to discover what information was available and where it was located. Key tasks were identified along with locations of all different silos of information.

Following the on-site workshop, a comprehensive report was prepared detailing all key findings along with recommendations of improvements that could be made, and a consultation to suggest long term solutions. An AnswersAnywhere Proof of Concept was part of the delivery to demonstrate that key information could be delivered to field service technicians via their mobile device and also be viewed by the in-house technical support team.

Background

AGCO Corporation is an American agricultural equipment manufacturer based in Georgia. The business had an existing document delivery system to disseminate maintenance and repair information worldwide, accessible by internal intranet.

The Problem

The difficulty faced by AGCO was that the maintenance and repair manuals were large PDF documents, typically of between 500 and 1000 pages and upwards of 50 to 100Mb in size. Getting this in the hands of maintenance technicians proved to be a challenge, and the length of documents made finding the correct information less than straightforward and time consuming. Multiple copies of the documents covered different language versions.

The Solution

AnswersAnywhere specialists created a template for each document type to convert the source content into HTML. Documents were split into separate components, by chapter and then with individual work instructions as the smallest separate HTML document. A top-level menu system was developed to navigate through each document for each language which was then loaded onto their intranet.

In total just under 10,000 pages were converted from PDF to HTML and delivered within a six-week time frame to the full satisfaction of the customer.

Learn More

AnswersAnywhere is a part of the Infomill group of companies. Over 50,000 technical support representatives and field service technicians access a knowledge base on the AnswersAnywhere platform every month to quickly and accurately install, service, identify parts and repair equipment.

With offices in the US and UK, Infomill has been creating innovative mobile knowledge solutions for field service since 1996.

To learn more about our solutions or schedule a demo:

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