



HERBERT

250 years of innovative productivity solutions

case study



Customer demands



Workforce productivity



Future abilities

ProlineMEC

Herbert Enhance Mobile Workforce Operations



When a company grows its mobile workforce to meet market demands, it is imperative that unified communications are maintained for maximum workforce productivity. Herbert recently helped ProlineMEC and their growing workforce communications needs, with the specification, deployment and on-going maintenance and support of Honeywell Dolphin D7800 products.

The Problem

Based in Sale, near Manchester ProlineMEC offers a range of services such as gas servicing, plumbing, heating, electrical, ventilation and work for a large range of clients from housing associations to construction companies.

ProlineMEC has come a long way since it started a number of years ago, from initially only concentrating on commercial and industrial projects, with recent new mechanical projects up to the value of £1 million for a number of leading bluechip companies.

With a growing mobile workforce driven by customer demand, the mobile workforce at ProlineMEC were using a mixture of non-dedicated communications devices, which simply didn't offer an efficient way of working, with limited future ability. ProlineMEC knew that a dedicated solution was required, so based on testimonials, called the mobility team at Herbert.

The Solution

A detailed workforce and operations study was performed by the Herbert Mobility team, which was followed up with a trial of different, but highly suitable, mobility devices.

ProlineMEC identified the Honeywell Dolphin D7800 as the clear winner for their particular needs and business model. For demanding mobile workforce applications that require multiple tasks to be completed in a limited amount of time, Honeywell's Dolphin 7800 rugged enterprise digital assistant (EDA) delivers multi-purpose computing, communication, and data collection at desktop-like speed,

empowering workers to get the job done, regardless of location.

Herbert managed the full roll-out of the Dolphin 7800 devices, and ensured that the management team and workforce at ProlineMEC were fully trained on how to get best productivity from their new devices.

Lynsey Sime, Office Manager at ProlineMEC said:

“As a growing company we need to ensure maximum workforce efficiency, and ensure that our customers receive first class service at all times. From the moment that we met with the Herbert team, we knew that their experience and agnostic approach to ensuring that we could trial a number of vendors mobility equipment, would mean that we would get the best solution for our exact needs. We have been delighted with every aspect of the service, especially the pricing, and we know that our contract for future service and support needs will be well handled by the Herbert team. Great service”

Honeywell is one of the World's leading mobility device providers, and has worked with Herbert for many years in the UK, collaborating on skills and experience to enhance workforce communications and aid operational business efficiency within businesses such as Severnside Housing. As a result, Herbert is a Top Level H1 Partner and is ideally placed to help organisations with the specification, roll-out and on-going management and servicing of mobile workforce solutions.