



The Challenge:

Since 1948, Kane’s Furniture has become one of Florida’s fastest growing furniture retailers. Along with this growth came the challenges of managing an efficient service order organization. Kane’s knew their existing paper-based service order system was costing them valuable time everyday due to costly data reentry.

By introducing mobile technology in the field, Kane’s and MobileDataforce engineered a custom solution that allows technicians to completely eliminate paper, respond to customers with more complete information and eliminate costly data reentry entirely.

The Solution:

MobileDataforce developers and engineers worked with Kane’s management and technical team to build a custom mobile application and data transfer process that streamlined the process of getting data from the field to their backend database.

Kane’s chose standard Dell Axim handheld devices for its mobile service technicians. Devices are brought back to the office where they synchronize to the PointSync Server using standard USB cradles. At the heart of the mobile solution is the MobileDataforce PointSync mobility tool. To build a simple, easy to use mobile application, PointSync Developer was used to quickly build the user interface and business logic. To facilitate device connectivity and synchronization logic, PointSync Server and Manager were deployed. To seamlessly integrate with Kane’s existing backend database design, customized file exports were also integrated into the PointSync configuration.

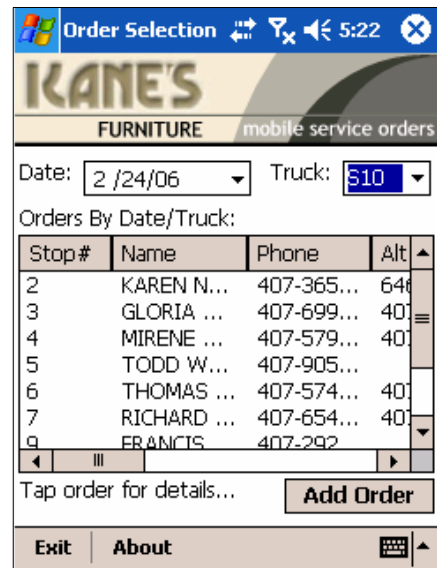
The Results/Benefits:

With PointSync mobile technology being used in each service technician’s hands, Kane’s saves over two (2) hours per day for each of their store locations. With this glowing success in their services organization, Kane’s is looking to mobilize other aspects of their business, including a large furniture delivery organization.



Technologies Used:

- PointSync Server 3.1 and PointSync Manager for management and data synchronization
- PointSync Developer 3.1 to create the mobile application
- Dell Axim handheld computers with standard USB cradles
- Custom file exports to transfer data to the existing backend database



“The PointSync Suite allowed us to quickly add mobility to our existing service order system, and our payback has been more than we’d hoped for. The solution saves us more than 32-man hours per day across all of our locations.”

- Daniel Klien, Kanes Furniture