S2F

S2F gives Torex Retail an easy to use, functional, mobile service solution

Torex™
Defining customer experience

Torex Retail is a leading international provider of retail solutions. In the UK alone its products handle more than 25 million customer transactions a week, totalling more than 45% of all UK retail sales. Professional services are a vital part of Torex's business with more than two thirds of its 700 professional service employees directly involved in the development, delivery, deployment and support of solutions for customers. Torex Retail is now part of Oracle's Micros retail systems' business.

The challenge

The efficient use of field resources is critical to the success of many business processes.

Torex wanted to benefit from current mobile technology that would enable it to decrease costs as well as improve productivity, customer service levels and security.

Migrating the field service management application to a new version of the existing mobility solution would require a costly rewrite of the software and risked creating compatibility issues with other devices.

If it was going to incur the cost of re-engineering its field services application, Torex decided to opt for a more flexible, open solution. The company contacted Interchange, as its long-time service and customer management software supplier, to help it replace its existing mobility application for its European field service engineers.

Torex required a distributed application that could work happily in or out of the office across all its European businesses, that was reliable, would support current needs, and that would provide a foundation for ongoing extension of the functionality to improve and streamline on-site customer service.

The supplier would also need to be able to offer application customisation services as well as providing pan-European implementation and extended hours support.

The solution

Torex and Interchange decided that the functionality, security, flexibility and usability of S2F (Service to Field) best met their business requirements.

The solution would also be integrated with Torex's existing Enterprise Field Service Management system using SOA to provide robust and efficient communications between the back office and each field operative.

The Benefits

Now field engineers have access to accurate service call information which they can view and update in real-time while on the road as well as other information designed to improve effectiveness and productivity.

Torex was initially concerned that migrating to a new version of the application running on a new device might upset the productivity of its field engineers.

In fact they found the opposite: *"From a usability point of view the Interchange solution is much friendlier than the old system. You can just pick it up and use it, which has saved us time and money on training and support."* Gordon Rogers, Operations Director for UK and Ireland, Torex Retail.

"The users love the new Interchange solution," says Rogers. *"It is much more advanced than the system we were using. The handhelds are smaller and therefore easier to carry. Users love everything about them — the functionality, the user interface and the device."*

According to Rogers the new solution is *"miles ahead of the old system."*

S2F Service to Field – more than Field Service

S2M underpins efficient field service operations by providing staff with critical information via a specially designed mobile app that can work both on and offline; on-premise or cloud-based; its open APIs can be integrated with enterprise systems such as: Sage, SAP, Oracle, Microsoft dynamics and other similar back-end enterprise systems.

Application areas include uniformed services such as: police, traffic wardens, coastguards, accident investigators and community support; aviation, transport & logistics, as well as other mobile workers such as insurance assessors or health and social workers.

The flexibility of the solution ensures that users have access to the right functions that are appropriate to their role without the need to enter the same data repetitively across multiple searches and enquiries.

S2F is also flexible and additional stand-alone apps can be included to allow operatives to add audio, photo or video files when out in the field. It provides organizations with the opportunity to customize the hand-helds so that their staff can quickly and efficiently deal with the issues they face day to day.

A powerful and agile tool, S2F increases productivity, speeds up mobile working processes and reduces costs.

About Interchange

Interchange is an award-winning specialist in the design and implementation of cutting-edge technology solutions. It works with customers, research and technology partners to meet changing needs of organisations through the introduction of mission-critical software and hardware products. This blend of leading technology solutions, devoted managed services and consultancy helps our customers to thrive.

To find out more about S2F Service to Field and Interchange's mobile working solutions and support services contact us on

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