

# H42: Case Study **NEW!**

## Field service & utilities

Time, material & kilometer registration for mechanics



End user:

**Unica**



Configuration of Gotive systems deployed:

**H42**

Description of the project:

Unica, with more than 1600 employees, is Holland's biggest independent installation company. The service engineers of Unica carry out their daily tasks assisted by a Gotive handheld, which is in continuous contact with the back office through GPRS communication. The Gotives are equipped with an integrated navigation system by Sygic and a built-in barcode scanner to scan materials. By implementing the Gotive handhelds in combination with a suitable software solution the efficiency of the administrative processes has increased, as well as productivity of the mechanics. By saving so much in the backoffice (less people needed for the same amount of work), Unica can use the scarce human resources out in the field, raising service levels to their customer.

Country/geographical area: **The Netherlands**