

H42: Case Study **NEW!**

Field service

Repair & maintenance of photocopiers



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End user:

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Product configuration:

H42TMB

Description of the Project:

PsyCOPIE is a complete solution and system designed for service engineers of photocopiers. By means of Gotive H42 handheld terminal, using GPRS data transfer, the users make request and download detailed information (customer data, photocopiers information, history). Every service task is then classified according to different works executed on photocopiers (error management, meters' capturing...) in coherence with the back-office. Completed tasks sheets are then sent to central IT server. PsyCOPIE manages secure data capture of mechanical components, stock management, synchronisation of data...

Country/geographical area: France

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