

CUSTOMER STORY

Surefire deliver field management 'utopia' with the help of PartsArena



Surefire 

ENCOMPASSING THE 'MOON ON A STICK' FOR HEATING ENGINEERS IN AN APP SOUNDS FAR-FETCHED. HOWEVER, SUREFIRE SOFTWARE HAVE DONE JUST THIS WITH THE SUREFIRE MANAGEMENT APP. AND WITH THE INCLUSION OF PARTSARENA, THIS INGENIOUS MOBILE TOOL IS INDEED A GAME-CHANGER.

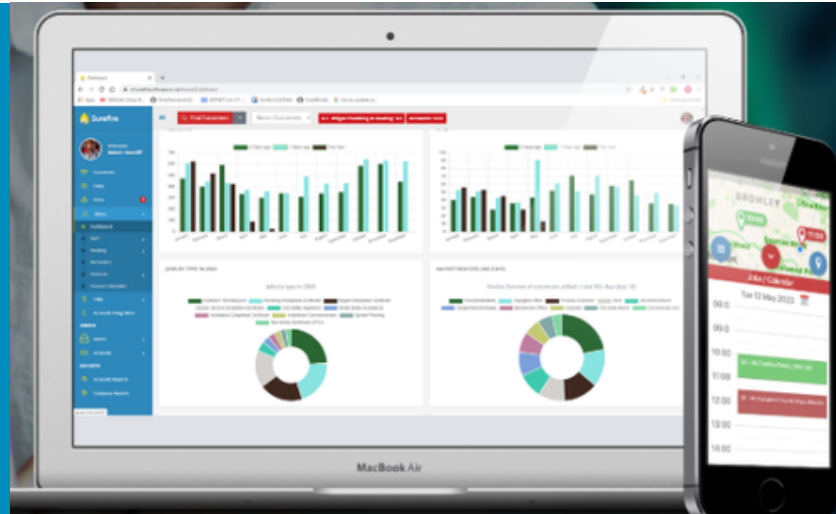
Surefire is a web-based field management system for the heating and plumbing industry. The system provides a full suite of features including diary management, invoicing, account integration, certificates including CP12, merchant pricing, quote wizard and business reporting. Phew!

What sets Surefire apart from other comparable field management systems is a unique integration of PartsArena data that allows users to quote, identify and order parts from their preferred supplier in a seamless transition. Recently, the inclusion of exploded diagrams and images from PartsArena has made finding the right part first time even easier for Surefire users.

A sophisticated and handy quote wizard is available to supply customers with a fast and accurate quote onsite. Integration using the merchant's API's, means engineers can view local stock in real time and order and collect parts from their nearest stockist.

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A PARTS DATABASE WITH THE ABILITY TO WORK WITH A LEADING SUPPLIER

Surefire recognised that creating a more efficient and accurate parts ordering process could be a game changer. However, a method was needed to match the parts data in Surefire to the parts held by the merchants, so that there was no ambiguity with a part selection. Billy Wilgar, Owner of Surefire says "A parts database that had the power to work with a leading supplier was required for seamless transactions with minimal (if any) human intervention. The API enables engineers to see stock availability by location, which can be reserved for click and collect same or next day. This was the missing link in the parts ordering process that we wanted to deliver in Surefire".

PartsArena was a missing component, so Billy and the team discussed this at length with Infomill, developers of PartsArena, to come up with the solution.

AN APP THAT DELIVERS FROM START TO FINISH

Infomill supply data via web services to Surefire so the latest most accurate parts information is displayed in a job. Engineers can select the appliance, assign it to the customers residence, and then access the relevant parts list.

Parts can be added to the job, address van stock or be ordered from the supplier, all whilst on site via the Surefire app.



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The merchant's parts library, which includes stockist codes, are included in the PartsArena database, so it made perfect sense to utilise this in Surefire.

An added benefit is that PartsArena also identifies which parts are used in each appliance, and common parts used across multiple appliances, so engineers are confident they are choosing the right part first time. The PartsArena database is constantly updated by Infomill, saving Surefire the job of keeping the data current.

Want more info? Contact Alison Chappell on 07742 310931.

