



Quantum Logistics operates around Australia, servicing, repairing and installing electronic funds transfer point of sale terminals and automated teller machines on behalf of financial institutions and other industries.

With 65 depots nationwide and around 175 technicians, Quantum processes between 800 and 1000 jobs per month across the country, including remote areas of regional Australia.

MessageNet has provided Quantum with a highly efficient and easy-to-operate communications product that is integrated with the company's own computer systems, enabling Quantum to co-ordinate all its technicians and jobs centrally from its head-office in the Melbourne suburb of Carlton.

"We receive calls from our customers when they require service work out in the field, and the job information is logged into our call management system," says Quantum director Rudy Hemkes. "That system uses the **MessageNet** gateway to send job information or 'trouble tickets' as text or email messages to our technicians all around Australia.

"Before having **MessageNet**, we had to either manually enter SMS messages or phoned our technicians and asked them to do the work."

Mr Hemkes says Quantum's system is now set up so that when a job is created in the system it automatically assigns the job to a technician. All of its technicians are configured into its system to their specific communication requirements. Some work almost entirely on SMS, while others have their jobs sent by email and others by fax.

"Our system automatically makes those decisions and sends out the various communications to the technicians, depending on how they want to see them" Mr Hemkes says.

"**MessageNet** has saved the company money and is certainly easier and more effective than ringing those jobs through, simply because you would require more people in our despatch centre just to physically make all of those calls.

"If we had to have people here phoning all of those technicians to co-ordinate those jobs, then it would certainly be a lot more difficult. As well as that, this is more accurate. We can send the technicians an electronic version of the job details and we don't have to actually connect with them physically to pass on the information.

"The technician might even be out of range as we have some people in far flung areas of the country – so sending an SMS is a nice efficient way to get out job details. There's no question **MessageNet** saved us quite a bit of money and quite a bit of effort."

"Our technicians can also key in replies to requests or information that we send them and then converts them back into our system where they appear in someone's inbox. It's a pretty handy solution."

Company Profile

Melbourne-based Quantum Logistics provides specialist service, repair and installation support to organisations supplying electronic funds transfer at point of sale devices and automated teller machines.

Operating from a central office, it co-ordinates service jobs for its 65 depots around Australia and manages a field force of about 175 technicians, who handle up to 1000 jobs per month.

The challenge

Quantum needed a system that could easily integrate with its own network and automatically despatch jobs to mobile phones, PDAs and other wireless devices used by its technicians in the field.

The Solution

MessageNet allows Quantum to log customer jobs into its computer system, which are then automatically despatched as SMS text messages to its technicians in the field.

Benefits

Jobs despatched quickly and automatically

Significant cost savings

Can send detailed messages

Fully integrated two-way communication

For further information

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