

XPLORE RUGGED TABLET SOLUTION ENABLES 3C COMPÉTENCE CUISINE COLLECTIVE (3C) TO EXECUTE AGGRESSIVE GROWTH STRATEGY

MOBILE INNOVATION ENABLES INDUSTRIAL KITCHEN EQUIPMENT INSTALLER TO STAND OUT IN A COMPETITIVE MARKET



“With the rugged tablet in hand, our technicians gain a global view of their customers’ history, current needs and future requirements. They finally have the tools and insights to personally see a project through from start to completion.”

— Jean-Philippe Edom

Director of Systems Information and Logistics



Company **3C Compétence Cuisine Collective**
Industry **Field Service – Installation and Maintenance**
Location **France**

BACKGROUND

3C Compétence Cuisine Collective (3C) specializes in the sale, installation and maintenance of professional kitchen equipment. Founded in 1989 by Patrice Quéva, this family-owned business, currently led by his two sons, Romain and Josian, has become a pioneer and leader in the field, conducting between 60,000-70,000 interventions* per year. Beyond its technical expertise, 3C has also breathed new life into the Ile-de-France region. Its 110 employees maintain a strong presence in schools, hospitals, companies, government departments and high-end hotels and restaurants, with 70 maintenance technicians offering customers a more flexible, responsive, proactive, preventive, and qualitative maintenance vision. The company sustains 25 million euros of revenue between its historical headquarter operations in Deuil La Barre (Val-d’Oise) in the Paris region and the new subsidiary in Amiens (Somme), which serves the Hauts-de-France region.

*Intervention is the term used by 3C to describe a diagnostic, maintenance or repair action.



CHALLENGE

Streamline, Secure, and Improve Maintenance Operations

3C's process management has long been optimized via a diverse set of interconnected business tools, including the Computerized Maintenance Management System (CMMS) that serves as the basis for its digital, collaborative data management system. However, in 2006, company leaders recognized the need to improve the flow and security of processes occurring within the Customer Maintenance department specifically.

At that time, the 30 technicians were required to turn in their handwritten reports, along with paper-based time slips that were then entered in the back office by a separate activity manager. These manual report inputs then triggered the appropriate actions, such as a parts order, a new appointment with the customer, an estimate or invoicing.

"The waste of time was enormous, and the data entry multiplied the risks for error," explained Jean-Philippe Edom, who joined 3C in 2013 as Director of Information Systems & Logistics after serving 10 years as an external consultant on the company's digital initiatives. "The technicians had to carry about 30 kg (66 lbs) of documentation with them to every job in order to access the correct part replacement information or find a simple manufacturer reference number while on site. This workflow was not optimal, and it held back 3C's growth."

"Unfortunately, mobility was still in its infancy in 2006, not mature enough yet for our needs," Edom continued. "We had to wait four years to be able to follow through with our ideas."

SOLUTION

Xplore F5 and XSLATE B10 Rugged Tablets Provide the Right Level of Mobility to Improve Maintenance Operations

"In 2010, we found a mobile technology solution that was able to meet the needs of our IT," said Edom, who ultimately built the mobility solution that became the cornerstone of company's current information system. "We invested in our first rugged tablets, which were essential considering technicians' constraining work environment, as well as a more specific CMMS application. The move from pen and paper to a tablet and stylus was very natural."

In 2014, 3C decided to update its fleet of rugged tablets to accompany the changes in its maintenance workflow application. Their new partner YATOO recommended the Xplore F5 rugged tablet, which won 3C decision makers over with its performance, its high level of durability, and its exceptional hot-swappable battery. User friendliness was also a key influential factor. Its 4:3 screen and integrated top handle offered the ideal functional support for their field-based applications.

“We completely changed our intervention management process after deploying the Xplore rugged tablet solution,” explained Edom. “However, that change was good – and necessary.”

While all work orders are still triggered by a call from a maintenance contract customer, the subsequent paper-based actions have all been replaced by a more automated and completely digital rugged tablet-based workflow. The activity manager can now direct the request for intervention in real time to the right person according to certain criteria, including the worker’s technical skill level, the type of inoperable equipment (hot/cooking or cold/storage) and the history of the equipment that needs to be serviced. 3C dispatchers can also identify the geolocation of both the customer and each field technician immediately. This has made it easier to send the right technician, based on physical proximity, to the right place in a much faster manner.

“Mobility makes all the difference when you’re trying to service customer requests in real time,” noted Edom.

When asked about how the changes impacted various 3C employees, Edom noted that the field-based maintenance technicians learned the Xplore rugged tablet tool quickly. YATOO also played a key enabling role in 3C’s adaption of the mobile platform to the company’s information system and business process frameworks.

“We made a point to preserve the look and feel of the original work order slips when we designed the mobile application. Therefore, the technician had an exact replica of what he or she usually filled in right there on the rugged tablet display,” Edom explained. “Each person needed just thirty minutes to learn how to use the device perfectly. Plus, as we moved forward, our teams began to understand the advantages they gained from the rugged tablet solution with regards to productivity, self-sufficiency, monitoring, management and, sometimes, foresight.”

The drastic efficiency gains were also clear at 3C’s management level. They recognized that the quicker they could receive information about what is happening with their customers, the more precise and accurate they could be in making decisions. In fact, they began to feel more confident in their decision-making abilities, whether actions were being taken at the sales level to

Benefits

Improved productivity of maintenance technicians, with an average resolution time of 4.5 days instead of 2 weeks

Access to real-time information in the field via the digital technical library

Establishment of new preventive contracts to energize market growth

Increased customer satisfaction

Optimization of invoicing and inventory management and, therefore, cash flow

Overall business growth of 52% in 4 years



change contract structures, at the functional level to help customers manage their equipment, or at the human resources level to anticipate growth.

“Mobility has become a significant competitive advantage and a vital decision-making tool, particularly since 3C has seen exponential growth since 2014. The Xplore rugged tablet-based solution, in particular, has allowed us to lay the technology and service foundation we need to improve our support capabilities for existing customers while continuously building new customer relationships,” Edom boasted.

RESULTS

3C Improves Its Customer Service Rate

Since 3C first deployed the Xplore rugged tablet solution, the company’s entire digital chain has been maximized, streamlined and secured in real time for better productivity. Managing interventions is now easier and, as a result, the quality of customer service has significantly improved. The 3C technicians have also indicated that they now feel more valued.

“With the rugged tablet in hand, our technicians gain a global view of their customers’ history, current needs and future requirements. They finally have the tools and insights to personally see a project through from start to completion,” noted Edom. “Plus, they are empowered to propose new contracts that are more preventive than curative, resulting in the creation of new positions within the company. This not only enables us to collectively

improve our market position, but it enables us to better manage our internal resources for a rise in new market demands.”

3C experienced 52% growth in the four years immediately following the implementation of the Xplore rugged tablet-based mobility solution. Their maintenance department staff has also doubled since moving to a more mobile information system, and they have reduced their equipment breakdown resolution time from an average of 2 weeks to 4.5 days.

“In short, mobility has allowed us to improve our customer relationships.”

The information derived from technicians using Xplore rugged tablets in the field has also enabled 3C to implement several new products, grow its customer base, and increase contract levels for existing customers. The industrial kitchen installer has also optimized its stock management and improved the speed of its invoicing for interventions, which has led to an optimized cash flow.

“Thanks to the information access we have on our rugged tablets, field technicians can now offer customers an audit of their equipment on-the-spot during calls. They can flag key indicators, based on the tablet-delivered applications, to help customers anticipate contract renewal terms according to the cost of use/cost of maintenance ratio,” Edom detailed. “In the past, it took us about a week to do to complete this audit and provide recommendations to the customer. We had to wait until the technician was

back in the office to process their feedback and run the calculations manually. Today, it is instantaneous thanks to the exchange of inter-department data, which also gives us the opportunity to conduct regular contract reviews.

“These new service capabilities are a substantial ‘plus’. Our customers are satisfied, and they prove their confidence by renewing their contracts or offering referrals. Hence the opening of our subsidiary in Amiens.”

Beyond the digitization of 3C’s entire equipment product and component library directly on the Xplore rugged tablet, 3C implemented new applications that support detailed monitoring of the standards for greenhouse gas emissions reductions per the Kyoto Protocol. For example, technicians can use the rugged tablet to precisely and immediately document the handling of refrigerating liquids during the maintenance of refrigeration equipment.

WHAT’S NEXT

Standardizing the Entire Company on Xplore Tablets, Expanding CMMS Implementation in 2018

Though 3C considers themselves a “mobile pioneer” in the field service industry, particularly in the industrial maintenance sector, the company has never settled with their mobile success. They have constantly sought ways to adapt their rugged tablet feature sets and advance their mobile workflows to support the company’s growth and their customers’ evolving needs. That is why 3C decided in August 2017 to invest in higher performance rugged mobile devices and improve the CMMS application to expand its operating scope.

On YATOO’s advice, 3C chose to upgrade to the Xplore XSLATE B10 fully rugged tablets. The company is currently rolling out more than 100 of the Intel®-powered tablets to its field-based maintenance technicians, which will allow them to take full advantage of the recently updated workflow application solution.

When asked about the company’s decision to transition to the XSLATE B10 tablet form factor, Edom explained that the lightweight XSLATE B10 offered an optimum level of durability – Edom’s number one criterion – along with an extended battery life, the right technical performance capabilities, and a 4G module, which is particularly indispensable for the maintenance application’s desynchronized mode. The XSLATE B10 also featured a 16:9 display format, which supports the portrait-based presentation of application data and full-screen visibility of forms, which technicians prefer. The XSLATE B10’s rotating handle grip option was also well received during user evaluation, as was the built-in camera for on-site documentation of equipment before and after interventions. In addition, both the Xplore F5 and Xplore XSLATE B10 rugged tablets are Windows® based, which means they deliver a similar, and highly familiar, user experience. No additional technician training is required to switch to the new tablet form factor.

“We will be able to easily migrate five to six tablets per day after accounting for the technical team’s other commitments,” noted Edom. “We anticipate a very fast operational transition.”

Looking beyond 2018, 3C is hoping to expand their mobile technology utilization even further.

“We were the mobility pioneers in the industrial kitchen maintenance sector, however our competitors are catching up. We must continue to innovate. Customer satisfaction is a challenge every day. It is up to us to find new avenues by which we can sustain our competitive edge. We will be constantly evaluating how we can use the Xplore rugged tablet solution in new ways to further increase our productivity, our safety, our efficiency, etc. The redesign of our CMMS in 2018 will also play a great role in our future technology and business expansion capabilities.”

3C is also considering an expansion into other geographical regions, which will require an agile, robust information system.

“The maintenance side of our business only represents 40% of our revenue. Why not expand the scope of mobile solutions within 3C? We have a team that manages installation projects for professional kitchens, and they often work in close collaboration with major players in construction who are subject to the new BIM or ‘Building Information Modeling’ law. With an XSLATE R12 rugged tablet from Xplore, for example, our project managers could easily insert themselves into the digital chain, exchange, participate, and gain in productivity. It’s an idea that we will be following up on in the coming months,” Edom continued.

“We have all the mobile solution components available for our company to remain a leader in the field of industrial kitchens. We have the technological means to maintain our status as an avant-garde innovator. The future is full of promise.”