



CASE STUDY: **Mobility Changes the Way Tennant Does Business**

BACKGROUND

Tennant Company is a world-leading manufacturer of indoor and outdoor cleaning solutions and specialty coatings. Tennant's industrial and commercial sweepers, scrubbers, coatings, detergents, carpet cleaning equipment, floor machines, vacuums, burnishers and more deliver award-winning cleaning solutions



LESS PAPER-WORK MORE WRENCH TIME

Tennant has over 550 field technicians calling on thousands of customers worldwide. Their existing business processes - which were largely manual and paper-based - didn't match up to their award-winning standards and had become a choking point for service, revenue, and operations. Tennant wanted its service technicians to focus on repairing equipment, not completing paperwork. They also wanted to eliminate billing errors and make customers less dependent on call center support for quotes, orders, and billing issues.

Tennant wanted to mobilize their customized SAP ERP applications quickly, at low cost, and to achieve high levels of user acceptance and adoption. In addition to achieving rapid results, Tennant wanted to ensure that the chosen system was future-proof and capable of adapting to the fast-paced rate of change at the frontlines of their business.

Within 120 days from the decision to proceed, the company had implemented ServiceLINK, a personalized solution that addressed Tennant's specific and unique requirements and integrated into the company's SAP ERP system.

Tennant's Antenna Mobile Solution

A TOUGH YET ELEGANT SOLUTION

Tennant carefully evaluated over 25 mobile solution vendors before selecting Antenna who created a personalized implementation based on Antenna Field Service called "ServiceLINK for Tennant" and designed to run on full screen mobile devices. The solution employs an Antenna certified SAP .NET intelligent adaptor, configured to match Tennant's unique requirements.

The solution enables Tennant technicians to obtain dispatch orders, manage repairs, create quotes, and enter part orders using a rugged Panasonic ToughBook laptop. The application has an intuitive and simple interface that has been readily adopted by users – and they now have complete access to all the functions they need, anytime, anywhere, and whether connected or disconnected from the network.

Antenna's unique adaptable mobile applications have enabled Tennant to achieve their objectives by combining out-of-the-box functionality with the ability to adapt and evolve to meet Tennant's current and future needs. As a result, the solution can be expected to continue to combine low TCO (Total Cost of Ownership) and high ROI (Return on Investment).

"After looking at over 25 mobile companies, Antenna was the only one that could give us a platform to create a solution now while also being able to adapt to future business processes."

- Joel Smollen, Tennant

CONCLUSION

User acceptance and adoption is always critical to the success of mobile projects, and Antenna's frontline-centric, "outside-in" approach – designed to work the way users work - has converted previously skeptical field users, who have remarked that "this is the best tool I ever got," "I could never be without it," and "I don't know how we ever did without it."

Key results from the deployment include:

- Fully automated parts orders: Goal = 80% / Actual = 85%+
- Increased service representative efficiency – faster customer response and increased first time fix rate
- Improved customer satisfaction through better service and information
- Reduced part order errors, billing errors, customer inquiries
- Reduced customer and field technician reliance on the call center
- Improved recruiting and employee retention

As a result, Tennant have already exceeded their initial goals for the project and have been able to move quickly into the second phase of their long term expansion plans.