



The Environment

Mobile Automotive claims adjusters for multiple national insurance providers. Our customer provides a turnkey hardware/software platform to this user base.

The Challenge

The supervision of over 6,000 devices with 100 different types of hardware, multiple software configurations, and 65 different software images, updated monthly.

The Solution

For the last 13 years, our customer has looked to Integron to manage its mobile IT assets. Since 1990, we've met 24 hour turnaround for each SWAP shipment to help our customer exceed its customers' requirements. We've shared our knowledge with our customer's IT department, making them more efficient. We have instituted a turnkey process that helps our customer make the smartest decisions regarding purchasing, packing and shipping.

The Benefits

In the last 18 months, we have helped our customer realize a \$1.5 million savings, reduce turnaround time by 75%, and decrease SWAP volume by over 10% -- all of this with 99%+ WIP audit perfection.

"Integron's IT solutions have truly given our customers a competitive advantage, saving them millions of dollars. The Integron team has a knack for managing assets and is a pleasure to work with."

Proven Track Record

In 1990, our customer was providing a collision estimating solution to its client base of national insurance providers using teletype terminals. Our customer provided all support through an in-house facility and staff. Costs were high, and technology was outpacing the ability of the staff to keep up. When our customer decided to migrate to a mobile computer based solution, they realized they were not positioned to provide the best outcome.

All aspects of order fulfillment and overnight exchange were transitioned to Integron. In the first year of the transition, our customer reduced their related support costs by 75%, while at the same time adding additional technology and complexity to their service offerings.

Over the ensuing years, our customer has continued to rely upon Integron as they consistently push the technology envelope to maintain a market leading position within the industry. Our customer has been an early adopter of such technologies as mobile computing, touch screen technology and wireless computing. Integron has met the challenge, working closely with our customer and equipment manufacturers to bring these solutions to the marketplace.

Supporting a software solution on numerous hardware platforms with over 300 Bills of Materials, Integron has developed an infrastructure with the ability to sustain rapid development and change. Our engineering change management process streamlines the process of compatibility testing and product implementation while maintaining the control and quality of a production environment.

With over 65 software images being updated monthly for this customer alone, our processes of quality, control, and delivery of software have been honed to perfection.

Thirteen years later, Integron continues to audit procedures on a regular basis. Using our proprietary asset management system, data is captured and monitored in a cycle of continual refinement; the goal as always is to reduce our customer's costs while increasing end-user satisfaction.

At Integron, we believe it is this commitment to service that has led to customer relationships that last the test of time.