

>> Customer Analysis Access System

Techenomics engaged Scio Development Services to streamline the delivery of analysis reports and improve their clients' ability to review results and manage their critical heavy equipment with an Internet-based application. The result is higher customer satisfaction and retention.

■ Business Challenge

Techenomics provides lubricant management and analysis for heavy equipment in mining, power generation, pulp and paper, agriculture, shipping and rail throughout Australia and Indonesia. The value of the equipment, the working environments and industry safety issues mandate consistent, independent lubricant analysis to meet industry standards and contain equipment maintenance costs.

To meet customer requirements, Techenomics needed a way to quickly provide analysis results to a diverse set of field locations operating in many different environments. Traditional delivery methods were unreliable and unable to provide custom reports or historical data efficiently. A more efficient delivery system for results would streamline internal process and improve client retention in a highly competitive industry.

■ Solution

To meet the challenge, Scio Development Services developed an Internet-based application in ASP.NET to provide clients on-demand access to their lubricant analysis results and reports. The application provides an easy to use interface, charts, reports (web and PDF) and data export from a database of customer data in MySQL. The administrative side of the application was developed to enable the staff of Techenomics to manage client accounts and data uploads and validation.

■ Business Value

The resulting application can be reached by client teams at any field location with Internet access. Test results can be made available immediately to clients and clients can review results in the context of historical data. Clients can import the results into custom data sets that correspond to their needs and aid them in making critical maintenance decisions.

For Techenomics, the application has improved customer satisfaction, lowered the administrative overhead required to send results to customers and improved the company's ability to provide value-added consulting services to clients. Working with Scio Support and Maintenance has also enabled Techenomics to undertake several critical maintenance procedures on their servers without high cost or business disruption.

■ Next Steps

Based on their success, Techenomics is now planning to engage Scio Development Services to enhance their ability to post analysis results directly from the

EXECUTIVE SUMMARY

Customer Name
Techenomics Pty Ltd

Industry
Heavy Equipment Lubrication Analysis

■ Business Challenge

- Provide lubrication analysis reports to customer field locations across Australia and Indonesia as quickly as they can be made available.
- Provide standard and custom reporting capabilities from historical and current data for each customer and their monitored equipment base.
- Streamline internal analysis delivery processes and improve customer retention.

■ Solution

- Develop an Internet-based application to give clients immediate access to their analysis reports.
- Retain client results and provide chart and reporting capabilities for both current and historical results. Provide data export capabilities.

Business Value

- Client teams at diverse locations can access their analysis data at any time.
- Clients can put their data into custom views that comply with their requirements and help them analyze their maintenance needs.
- Customer retention has improved and new value-added services are being planned.

laboratory, thereby improving their internal workflow. Based on client response, the application report and charting capabilities in the application are also being considered for enhancement. Scio will continue to provide remote maintenance of the application and servers to assure their availability to clients.

For More Information

- Scio Development Center
- Scio Support and Maintenance Services

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