



## KRAFT POWER'S EVOLUTION TO MOBILITY

How going mobile has benefited  
Kraft Power's approach to field service

Kraft Power was ready to take their operation to the mobility age. Founded in 1965 in Boston, MA, Kraft Power's service of engine-generator systems across the eastern United States needed an approach that wasn't linked to pencil and paper, as quotes were being missed and invoicing was taking upwards of a week to complete.

*"The process we had before was all manual," said Brian Donahoe, Information Technology Manager for Kraft Power. "The technician would write down, on a sheet of paper, that the customer needed a quote and the required parts and services. It was then up to somebody in the office to catch that on the sheet of paper."*

With eight offices in seven different states, Kraft Power wanted to get their technicians away from using paper based checklists when completing preventative maintenance, so they turned to Fieldpoint for a mobile based solution.



### Headquarters

Boston, Massachusetts

### Industry

Industrial Equipment

### Financial System in Use

Microsoft GP

### Fieldpoint Users

100

### Fieldpoint Applications

Mobile App, Work Orders,  
Microsoft GP Integration,  
Contract Module,  
Preventative Maintenance  
Scheduling, Project Module,  
Inventory Integration,  
Quoting



## LESS MANUAL, MORE MOBILE

Used by most of the company's users, the Fieldpoint mobile field service app put the power in the technician's hands and made an immediate impact across multiple areas. What used to be a manual process with paper is now done with a mobile device, allowing for greater speed, accuracy and efficiency.

It has resulted in Kraft Power going 99% paperless, per Donahoe, as technicians are now using the checklist application to complete preventive maintenance, providing detailed information, pictures and capturing time.

*"The technicians were still using paper at the time. We were looking for something that had a mobile component to it for the technicians," said Donahoe. "Between the scheduling and the time sheet detail, where they're entering work details on the work order, or entering in their indirect time to a project we created to capture that information, they're in charge of their own time now. Now all of that is entered into the mobile app."*

Mobility also benefited their quote management, as prior to Fieldpoint's mobile app, Kraft Power technicians were using paper to write down information about quotes that would need to be reviewed. That process, depending how fast the paperwork was turned in, could take weeks to return a quote to the customer, but now with the mobile field service app, technicians can write information about a needed quote and have it sent off immediately. Email reminders will prompt somebody to catch the quote if not seen, ensuring that it gets answered quickly.

*"That whole workflow process makes sure things don't fall through the cracks like they use to," said Donahoe. "The technician on the mobile field service app writes in one of the note fields what needs to be quoted and they check off a box labeled 'Quote Requested', which in turn, starts this whole workflow process."*

---

## SPEEDING UP THE WORKFLOW

Prior to switching from a manual process to the mobile and field service software, it was taking Kraft Power five to six days to get invoices out, due in large part to the time needed to get the work orders back to the office for manual processing. With Fieldpoint, Donahoe said 90% of their work orders are now being invoiced the next day, as technicians can submit them from the job site.



It's one of the loves of the Fieldpoint software for Kraft Power, who have cut down their timelines and are providing customers faster service at an increased volume.

*"The whole manual process was slowing everything down," said Donahoe. "There was a disconnect between our schedule, between the technician's paperwork, between the technicians and knowing where they're supposed to be going. Now everyone's just going into one system, everyone can see what they're going to be doing."*

*"In real-time you can see where they are as far as the size of the job that they're working on. In situations where the technician goes out and does a preventative maintenance job and realizes that it needs additional work done to it, we'll be able to be more responsive to that now."*

---

## **RESULTS OF THE FIELDPOINT IMPLEMENTATION**

Today, Kraft Power is a near paperless company, as the mobile field service app has removed the paper from the technician's hands and placed their work orders and checklists on their mobile device. It's created a happier and more efficient technician, and in turn, a happier customer. It's provided a better quote management system as well, as requests are going through the mobile app and into the Fieldpoint field service management software where reminders will prompt action.