



InTempo Rental Fulfillment App Engagement Overview

Client Challenge:

Client needed ability to manage incoming requests through the fulfillment process and provide a means to relay the information to the employees in the equipment yard in real time without requiring print outs or excessive travel to and from the office.

The client also needed to interface with an existing AS400 database of equipment.

Solution:

An application was developed to allow entry of requests as they were made by customers. The client's workflow was considered during development with dashboard screens created for each milestone along the workflow path. The application integrated with the AS400 system for authentication and equipment availability.

Office employees are responsible for entry and progressing the requests until they can be fulfilled. Their primary interface for the office employee is a laptop computer.

Equipment yard employees rely on large monitors mounted in various places through the facility to review approved requests and monitor the progress. The monitors update in real time using web sockets/SignalR. They also have computer stations available to update the items which are their responsibilities such as if the piece of equipment has been quality checked and washed.

Once the equipment has been verified additional dashboards are available for the loaders, drivers, and dispatch managers to track the delivery of the equipment items.

Result:

- Allowed for client to manage requests on a modern interface which worked on multiple devices. Dashboards which can be used for both management and at-a-glance status updates. Improved accessibility to request information across the company.
- Reduced the time employees were previously spending walking to and from the office to get information. Improved efficiency of employee time.
- Allowed for client to retain existing systems which are used for payment processing and reporting. Cost effectiveness.

Technologies: .NET MVC/ JavaScript/ LESS/ SignalR/ HTML

Software Tools: Visual Studio/ SQL Server/ AS400 DB2

Solution Type: Custom Software Development

Industry: Equipment Rental Providers