

Press Release 8 January 2013

Spirit 'Aspires' to transform field operations with its Managed Service and Motorola MC65s

Spirit Data Capture Limited, the independent mobile computing and data capture specialist, has helped to transform the field operations of Aspire Housing in North Staffordshire and South Cheshire. Spirit has supplied the organisation with Motorola MC65s and a Managed Service and Helpdesk. This new solution has saved Aspire both time and money.

Aspire Housing's field operatives use Personal Digital Assistants (PDAs) for various work scheduling and related tasks. However, the PDAs needed replacing. Aspire wanted to upgrade them to a more professional and fully robust model. It also wanted a fully-managed service for the new PDAs, including a solution that would allow remote access to the devices for direct problem solving in the field, and remote upgrades of the mobile application.

Another housing organisation recommended Spirit, a highly experienced data capture consultancy. Spirit's proposal included the provision of Motorola MC65s, a Managed Service and a Helpdesk, and a three-year leasing option on the devices and accessories. The Motorola MC65 is a rugged Enterprise Digital Assistant (EDA) with an IP rating of 64. It is therefore ideal for use in field environments. Spirit's Managed Service includes MobiControl SaaS (software as a service) device management.

The new Motorola devices are used for logging jobs on Aspire's Housing Management System; scheduling and assigning them; and for receiving and completing works orders (which are sent back to the Housing Management System). The key benefits of the new solution revolve around the asset management of the devices and the remote support given to operatives.

Debbie Simpson, Aspire Housing's System Development Administrator, says:

"The remote support is vital to our field operatives: otherwise, if they aren't near our depot, they would waste a lot of time trying to get any device issues resolved. To date, the devices have performed outstandingly. The MobiControl software has also enabled us to roll out software much more efficiently. Under the old system, I had to call in all 60 operatives, clear their PDAs and reinstall the software via an SD card, which was very inefficient."

She concludes: "Spirit has been excellent - I wish we'd used them earlier!

They provide an outstanding service and I would be more than happy to recommend them to anyone who was considering going down this route."

ENDS

Notes for Editors: Spirit Data Capture is based in Sutton Weaver, Cheshire. The company is an independent mobile computing and data capture house, with an in-depth knowledge of the latest wireless and mobile computing technologies which boost productivity and profitability.

Spirit's capabilities include software application development, mobile computing technology (e.g. rugged mobile computers), wireless network implementations, maintenance and other services. Its extensive client base includes a diverse array of organisations in the utilities, field service, transport and logistics, healthcare, government and manufacturing sectors.

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