



# ENTERPRISE MOBILE SOLUTION

## Digitizes Workflow and Improves Efficiency

### MPW MOBILE SOLUTION SUCCESS STORY

#### THE CLIENT ▶

Established in 1972, MPW Industrial Services has evolved from a three-man truck-washing business into a multifaceted corporation that employs more than 3,000 people across more than 70 locations in North America.

3,000 people across 70+ locations



MPW provides a variety of industrial cleaning, water treatment, facility management, environmental management and container management services to thousands of clients throughout North America.

#### THE CHALLENGE ▶



MPW relied on a paper-based system to manage the delivery and rinse-in of products and services to Industrial Water Group customers. While the system worked, it was inefficient, error-prone and created delays. "Our paper forms were often hard to read, inconsistently returned to the office, lost or damaged, and impossible to get in real time," explained Tony Miller, MPW Director of IT.

#### THE SOLUTION ▶

MPW determined the best way to overcome these challenges was to modernize and simplify their workflow leveraging digital technologies. "We wanted to shift paper forms and manual processes to a mobile application and create a system that was efficient, accurate, and accessible in real time," said Miller.



MPW considered both off-the-shelf and custom solutions. After careful evaluation, it became clear that a custom solution was the best option. "Custom development gave us the flexibility to tailor fields to our specific requirements, pre-populate data for ease of use and accurate entry as well as have the information transmitted immediately to the office," said Miller.

## THE SELECTION ►

As the process of selecting a partner to help develop a mobile solution began, MPW evaluated four companies to find the right fit. The process included team members from several departments across the organization including the water division, plant service director, logistics manager, plant managers, drivers, IT and Infrastructure team.

**The decision to choose PSI was based on several factors including:**

Expertise with Microsoft Xamarin to ensure cross-device functionality and customer service support

Documented process with a detailed roadmap for successful project execution

Proven track record successfully deploying mobile applications

Project delivery speed and added value provided in relation to project cost

*“This was our first time outsourcing a development project. The experience PSI brought to the table gave us tremendous confidence in the process and resulted in a successful deployment.” -Tony Miller, Director of IT*



## THE RESULTS ►

### Eliminated Paper Process

A streamlined, digital workflow lessened the administrative burden by eliminating dual entries, reducing errors and putting an end to lost paperwork.

### Improved Data Integrity

Validation rules ensure accurate data entry and capture resulting in higher quality data.

### Increased Efficiency

Instead of waiting days for paperwork to arrive at the office and be entered into the system, data is now accessible in real time allowing dependent events to occur without delay.

Overall, MPW is very happy with the mobile solution provided by PSI and has engaged PSI for additional projects.