



mobile made easy.

# SYCLO SOLUTIONS QUICKLY YIELD A STRONG RETURN ON INVESTMENT.

## QUICK FACTS

*Mobility increases customer-win rate.*

*Faster data collection enhances customer service.*

*Improved quality and quantity of data enable timely, accurate billing.*

*Hand-held PCs speed workflow and reduce operating costs.*

# Johnson Controls

Leading facilities management provider wins more business, boosts productivity and enhances customer service with Syclo’s mobile technology.

### Challenge:

As the world’s largest provider of integrated facilities management services, Johnson Controls realized that deploying mobile technology would further boost its efficiency. The company set a goal to gain a more competitive advantage through an electronic workflow solution designed to boost productivity and improve customer service.

### Solution:

With Syclo’s SMART hand-held solution, workers no longer rely on paperwork. The mobile technology has led to strong productivity gains, enhanced customer service, improved data collection and reduced operating costs. Prospects also realize the benefits; the SMART solution has spurred an increase in the customer-win rate for the company.

Founded in 1885 to manufacture Warren Johnson’s invention, the electronic room thermostat, Johnson Controls, Inc. has grown into an \$18 billion multinational giant focused on automotive systems and building controls. As part of its Controls Group, the company provides building

management services to government, technology, manufacturing, health care and education facilities, among others.

While Johnson Controls has long been the world’s largest provider of integrated facilities management (IFM) services, senior management realized that deploying mobile technology would further boost its efficiency and improve its competitive position. After a worldwide search of technology providers, Johnson Controls turned to Syclo of Hoffman Estates, Ill., and its flagship Agentry™ technology — a premier development platform for extending enterprise systems onto mobile devices. With its proven ability to overcome the many hurdles that arise when taking enterprise systems mobile, Agentry provides the framework for companies to develop a mobile strategy.

Johnson Controls selected SMART, the leading hand-held computing solution for asset protection, which is built upon the Agentry platform. SMART works with an enterprise asset management (EAM) system from MRO Software that is deployed



at multiple Johnson Controls customer sites. Johnson Controls deployed SMART at several sites in 1999 and quickly recorded a strong return on investment. Providing the facilities management teams at those sites with mobile technology has led to strong productivity gains, enhanced customer service, improved data collection and reduced operating costs.

With SMART, Johnson Controls technicians use Windows CE-based hand-helds as electronic clipboards to send and receive work orders and other workflow data to and from their EAM. SMART provides data at the point of performance, eliminating reliance on time-consuming paperwork and allowing technicians to accomplish more maintenance tasks in the field. It also combines a variety of communication options — wireless, Wi-Fi or docking cradle — with powerful synchronization capabilities to ensure that users can work effectively in and out of wireless network coverage.

**Government Services Unit Wins More Business with SMART**

The benefits have been so powerful that Johnson Controls’ Government Services unit is now including Syclo’s mobile technology as a standard component of its facilities management services — a decision that brought swift results.

“In 1999, we introduced mobility as part of our service offering and significantly increased our customer-win rate,” reported Laura Mitchell, director of information technology for the IFM group.

In attracting new customers, Johnson Controls can point to successful SMART deployments at the Patuxent (Pax) River Naval Air Station in Cedar Point, Md.; the Jacksonville, Fla., Naval Air Station; the Bangor, Wash., Submarine Base; and the Army’s National Training Center in Ft. Irwin, Calif.

At Pax River, for example, technicians reported 15 percent gains in productivity after deploying SMART, as paperwork and time-consuming data entry were significantly reduced. In addition, the company slashed its work-order processing steps at Pax River by more than half — from 13 to 6 — to get work completion data into management’s hands more quickly.

SMART has enabled technicians at Pax River to capture all relevant data, resulting in more timely and accurate billing. Johnson Controls has enhanced its customer service not only at Pax River, but also at all of the customer sites where SMART has been deployed.

**QUICK ROI**

*Johnson Controls deployed SMART at several government and commercial customer sites in 1999 and quickly recorded a strong return on investment.*

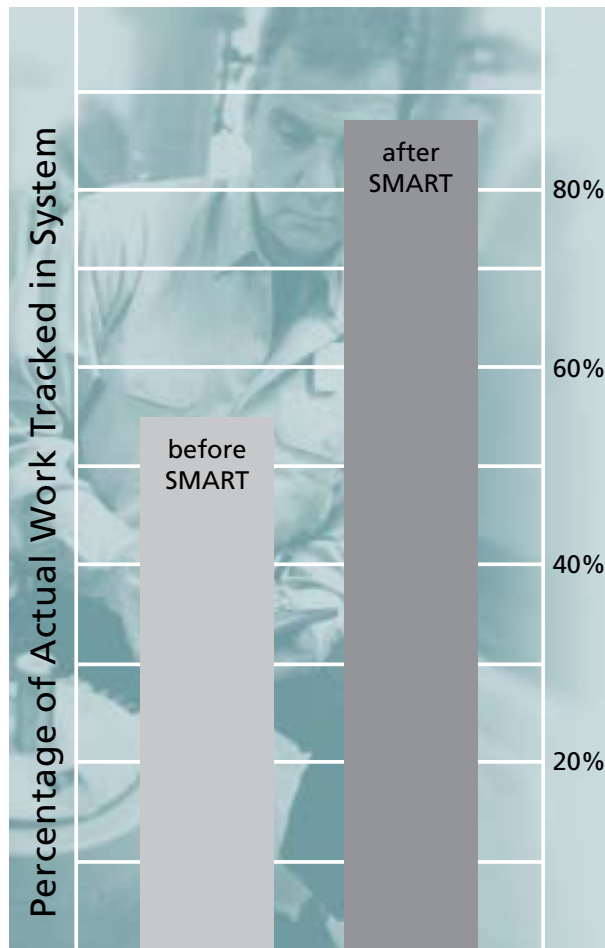


## Commercial Customers Gain SMART Benefits

In addition to its government clients, Johnson Controls has also achieved major benefits for commercial customers, such as Ameritech and J.C. Penney, since deploying SMART.

“With SMART, our technicians pick up a palmtop and in just 30 seconds synchronize with the EAM system, receive their work assignments for the day, and are on their way,” said Mary Knuff, building operations and planning manager at J.C. Penney’s world headquarters in Plano, Texas. “At the end of the day, they synchronize their palmtop to the EAM system — no paperwork, no data entry and no hassle.”

At SBC, technicians had been using laptops to dial in at the end of the day to update their work orders and report their time, which took nearly an hour every day. By deploying SMART, Johnson Controls was able to replace the laptops with palmtops — which are cheaper, faster and easier to support — and automate its time-card reporting. With SMART, Johnson Controls has recaptured 35,000 labor hours annually and enhanced the accuracy of its data to improve scheduling and billing. In addition, the time savings achieved with SMART allowed Johnson Controls to reduce the number of its technicians without hindering the reliability of its asset protection.



*By tracking more work, facility managers deliver enhanced customer service, control and monitor costs and billing, and better deploy labor and other resources.*

“Johnson Controls became the world’s largest provider of integrated facilities management by identifying best practices and real solutions that control costs and deliver excellent service,” said Mitchell of Johnson Controls. “We recognized that replacing paper work orders with a handheld solution was the best use of technology to improve productivity. By standardizing on Syclo technology, we have recorded a strong return on our investment and made our services even more attractive to current and prospective customers.”

*“We recognized that replacing paper work orders with a hand-held solution was the best use of technology to improve productivity... (making) our services even more attractive to prospective customers.”*

*Laura Mitchell,  
Johnson Controls*

### Johnson Controls has achieved multiple benefits since deploying Syclo's mobile technology:

- The company has significantly increased its customer-win rate by introducing mobility as part of its service offerings.
- Johnson Controls is enhancing customer service at government and commercial sites by speeding the collection of workflow data.
- By capturing a higher quantity and quality of performance data, Johnson Controls provides more timely and accurate billing.
- Operating costs have been reduced by deploying reliable, inexpensive hand-held PCs that speed workflow.



Use mobile devices to generate work orders and check their status from the field.



Work in and out of wireless coverage, depending on its availability.

### PRODUCTS IMPLEMENTED

#### **SMART Work Manager**

Boost productivity and improve on-the-job performance by connecting mobile employees with the critical data they need to better manage work and service requests.

#### **Agentry™ Platform**

Design, deploy and manage the entire lifecycle of mobile projects on one software platform. Agentry shortens development times and lowers application maintenance costs while maximizing value and delivering sustained ROI.



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