



## DMS Manages Assets Inventory & Repairs Effortlessly with MobiWork

DMS is the second largest technology retail vendor in Peru. DMS is currently headquartered in San Isidro, Lima Peru. DMS specializes in automatic data capture, specialty printing, mobile and wireless networking solutions and is recognized as a leader in Latin America. Their mission is to provide customers with innovative solutions to improve their competitiveness in the international market. With nearly 25 years of experience in the industry, DMS started as a distributor for Zebra technologies and evolved to sell and loan devices and perform maintenance on various devices such as printers and rugged devices. DMS's latest venture includes developing their own retail software. As an emerging leader in this industry, DMS anticipates bringing their services and products to the international market.

***“What DMS Peru found in MobiWork was the solution for all after-sales activities. The asset inventory, repairs, and real-time visibility improvements alone resulted in a 40% increase in productivity, helping DMS Peru stay the leader in its field.”***

– Benito Ponce, General Manager at DMS

### Industry:

Industrial and Retail Technology Solutions

### Regions:

Latin America

### Key facts:

- 2<sup>nd</sup> largest technology retail in Peru
- 25 years' experience
- Manages 3,500 assets

### Headquarters:

San Isidro, Lima Peru

### Website:

Dms.com.pe

## Key Challenges: No Asset Management & Inventory

DMS struggled with managing asset leasing, maintenance, tracking, inventory, and electronic forms. DMS sells and loans devices, and they also do maintenance on devices, such as printers and rugged devices. Their technical support team struggled with maintenance orders, because they needed a way to capture pictures of the device that they fixed and be able to the work order. DMS spent an excessive amount of time entering information by hand on paper and they did not have an efficient way of recording or tracking the asset, or the technician who checked it out.

DMS has large scale operations and valuable assets that needed to be tracked and cataloged in a central database. DMS really wanted a solution that would organize their assets in a systematic way, so that they could locate an asset in their inventory or in the field. Along with asset tracking, they wanted a solution for asset service and maintenance history. Often the technician left a device with the customer, and there was no tracking, future follow-up or collection. With nearly 3,500 assets, DMS needed a solution for tracking asset location, installations, and warranty expiration for assets.

DMS wanted their technical team to be more organized, effective, and productive with repairs and maintenance work orders as well as customizable electronic forms. Administration operations took weeks of processing time to schedule, service, and process invoicing in the field. Data entry of service records had to be manually entered in the system, printed off as a PDF, and usually delivered by hand or mail to customers, which cost valuable time and money. It was estimated that DMS spent thousands in annual paper costs. DMS needed a powerful solution for managing and tracking their asset repairs, maintenance and electronic forms.

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## Results: Streamlined Asset & Repairs Management

After implementation of MobiWork, DMS was thrilled that they had a process in place for asset management, inventory tracking, and electronic forms. MobiWork enabled DMS to complete maintenance and repairs work orders with the ability to capture critical service information, as well as attach pictures and signatures to the work orders. They can now perform routine regular inspection, calibrations, and quality assurance tests, capturing critical asset information.

MobiWork helped DMS streamline, manage, and track their asset inventory by knowing when and where the device is installed and monitor when the warranty ends for all related work orders and reports. The General Manager of DMS, Benito Ponce said, **“I was really impressed with how fast we transitioned to using MobiWork for the more comprehensive aspects of our operations. Before we had no system in place for managing our assets, inventory, or maintenance orders, now our processes are simple and translated in real-time.”**

Before MobiWork, technicians were capturing information by hand on paper. Paper records were often lost in the field, or not entered correctly in the office. As DMS services expanded, their team needed customizable and configurable electronic forms that could capture specific data, such as pictures and signatures. DMS loves having access to so many customizable forms because they can capture pictures and signatures, which is automatically sent in an email to the end customer with an attached PDF form. Benito Ponce is very satisfied with MobiWork and remarked, **“With the integration of MobiWork, DMS could offer a high performance mobile application and personalized experience for customers, while managing and automating our business asset inventory.”**