









Field force productivity up 33% with custom service application on Palm® Treo™ smartphones

SUCCESS SUMMARY

Implementation:

-  Palm® Treo™ smartphones for field communications
-  Custom apps for configuring entrance doors
-  120 service manuals on SD cards

Result:

-  Service more customers with fewer personnel
-  More efficient field personnel
-  Freedom from heavy paper manuals

Case Overview

Stanley Security Solutions, a division of Stanley Works, designs and installs automatic doors for customers such as Wal-Mart and Home Depot. For years, Stanley field technicians relied on cumbersome paper manuals and

elaborate computations to install and test each set of doors. The company wanted to radically simplify the installation process by giving technicians a single device that automatically configures the doors' access control systems and video capture sensors.

“Treo smartphones help technicians take the guesswork out of what were formerly very complex installations. Now we perform an automated install, make some slight adjustments, and move on to the next customer.”

— JEFF BONAS, TECHNICAL SUPPORT SPECIALIST,
STANLEY SECURITY SOLUTIONS

Leveraging Palm's open development platform, Stanley created custom applications for Palm® Treo™ smartphones that enable technicians to transmit standardized configuration instructions to door control panels. Stanley technicians have experienced a 33% boost in overall efficiency and eliminated the need to lug around heavy manuals and multiple devices.

THE PALM ADVANTAGE

The average payback period for Palm Treo smartphones is less than two months.

Sales and field agents using Treo smartphones experience productivity gains equivalent to \$11,125 in average annual savings per agent.

SOURCE:
FROST & SULLIVAN, 2005

Companies using Treo smartphones include six of the Fortune 10, 43 of the Fortune 50, and 316 of the Fortune 500.

SOURCE:
ZYME, 2006



Challenge: Reengineer a complex, custom setup process

Stanley Security Solutions delivers state-of-the-art, customized entry systems to industries ranging from retail to correctional facilities. Stanley sought to automate its product installation to decrease setup time and increase quality through standardization. Stanley's challenge involved:

- Reducing time-consuming, manual configuration and adjustments during door installation.
- Simplifying access to technical manuals and wiring specifications.

- Delivering up-to-date configuration software directly to the field wirelessly.
- Streamlining administrative tasks through quick, email-based exchange of timecards, maps, directions, and site photos.

Solution: Streamline installation through automation

Stanley has used Palm handhelds since 2001, and today nearly 400 field technicians regularly communicate with service centers and perform door installations using Palm Treo smartphones. Custom-built applications enable technicians to achieve a high degree of automation for each product installation. The Stanley solution includes:

- Rapid configuration of door timing, video sensors, and entrance security cameras directly through the Treo, which technicians link to door controllers via a serial cable.
- Secure, remote download of latest door configuration applications from company intranet using the built-in web browser.

- Easy access to 120 service manuals stored on SD cards, with the ability to zoom in on and trace wiring diagrams.
- Ability to fill out Excel® timesheets in the field and email them to supervisors for approval.
- Ability to document door damage using the built-in camera and email photos back to headquarters.
- Convenient service call scheduling from headquarters by sending technicians addresses, contact information, and even maps to job sites via email.

Benefits: Heightened productivity through standardized setup

The all-in-one Palm solution helps Stanley Security Solutions provide fast, standardized service that promotes easier compliance with safety codes and security requirements. Significant benefits of the project include:

- 33% increase in productivity, enabling Stanley to service more customers without hiring additional personnel.
- More efficient field personnel who can rapidly calibrate door settings using the Treo instead of a toolkit and ladder.
- Freedom from lugging around heavy paper manuals and multiple devices—camera, phone, and handheld—to each job.

- Rapid deployment of additional applications for the Treo such as onsite billing and inventory control.

Stanley plans to deploy a new server that will push software updates directly to each technician's Treo. The company has also deployed smartphones to its sales force, and at least one other division is considering adoption. Jeff Bonas, Stanley's technical support specialist, is excited by the potential of the Treo: "Wherever we look, we can see opportunities for using the Palm platform to strengthen service and improve efficiency in all areas of our business."



For more information: www.palm.com/ffa · www.stanleysecuritysolutions.com

© 2007 Palm, Inc. All rights reserved. Palm and Treo are among the trademarks or registered trademarks owned or licensed to Palm, Inc. All other brand and product names are or may be trademarks of, and are used to identify products or services of, their respective owners. Excel is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.