



Creixer Increases Work Orders by 100% with MobiWork

Creixer is an inspection service company for industrial machinery and equipment. They are commended on being extremely reliable, making the issuance of their documents credible. Creixer's goal is to make businesses more successful by optimizing human, material, and technological resources of companies, and achieve the commercial, operational and process success of their clients. In turn, it makes their clients businesses more profitable, and supports the growth of employment. They serve major customers like CEMEX, Ford, Audi, Ternium, Nematik, and Johnson Controls to name a few! Creixer is a company dedicated to the training of personnel and evaluation of labor skills endorsed by national and foreign institutions. Creixer has a constant and positive participation in the general industry, generating a profound impact on the national and foreign economy. They really have the bigger picture in mind!

Industry:

Industrial Machinery and Equipment
Inspection

Regions:

Mexico

Key facts:

- 3,000 work orders a year
- \$4,000,000 annual revenues

Website:

www.creixer.mx

Reseller: RendellIT

“Today, it is our main software, and it gives us the peace of mind of being able to adapt it to any new project that arises and that requires this type of technology.” – Alonso Davila, Marketing Manager

Key Challenges: Fulfilling Work Orders, Delays in Delivery, Loss of Information

Creixer has a team of over 25 employees, trained and certified by the national and international standards, who complete about 3,000 work orders a year. Through diagnosis, designing suitable solutions, helping to implement solutions and monitoring performance, they are experts in what they do. Since increasing the level of work, the staff just couldn't fulfill it all. The main challenge they faced was not being able to automate processes to make the operation more efficient and meet expectations. It was very important for them to reduce human error as much as possible in the different tasks carried out in the field. They experienced delays in the delivery of certificates and loss of information or not understanding the handwriting of the person who completed filling out the manuscript. Creixer was determined to find a better way to service their clients.

Results: Efficient Operation, Automated Process, Unmatched Customer Service

Prior to MobiWork, Creixer used an internal development (filemaker) and another paid tool. The internal development generated the work orders, and the other software generated and issued the certificate. They had to manually load the information that was captured on paper in the filemaker software that then generated the certificates. For many years, they were seeking out an additional software that could handle it all, rather than relying on two different programs. **“With MobiWork, we managed to unify both systems into one. The entire process has been automated and digitized, from data capture to the generation of certificates.”** They saved a significant amount of time distributing work orders to the auditors. They used to attend 3 services per day. Now, they can attend 6 due to the much faster capture of the information and because they do not have to return to the office to collect documents in order to perform the service. In addition, what used to take 1 week to send the information to the client is now sent in the same day. The staff was optimized by 30% and the billing process improved more than 50% by having the whole process run more seemingly. What's more, Creixer gained enormous trust with their clients. Their main area of improvement was found in data capture in digital format and automated document issuance out in the field. With their first implementation successful and positive internal recognition, they will consider MobiWork for new projects. **“Today, it is our main software, and it gives us the peace of mind of being able to adapt it to any new project that arises and that requires this type of technology.”**