



## Sincro Doubles Technical Work with MobiWork

Sincro is a national Electronic and Industrial Security company with more than 17 years of experience. With any service that Sincro provides for their customers, they not only install the equipment, but they provide preventative and corrective maintenance of all electronic systems. These services include Video Surveillance Systems, Fire Detection and Extinction, Access Controls and Intrusion Detection, Complementarily Sound Systems, Video, Telephony, and Data and Networks.

They have a mission to provide solutions in electronic security systems, industrial and networks tailored to each need, with a staff of highly trained professionals and using cutting-edge technology. In order to complement this goal, they were searching for the perfect solution.

**Industry:**

Electronic and Industrial Security

**Regions:**

Argentina

**Key facts:**

- 17 years in business

**Website:**

[sincro.com.ar](http://sincro.com.ar)

***“Since we implemented MobiWork, every change exceeded the general expectations of the company.”***

***– Matias Favaro, Director***

## Key Challenges: Managing/Control of Customers and Work Orders

With such a high demand for support, maintenance, and the processing of information, it began to take too much time to give refunds, perfect techniques, pass tickets to invoice, and complete other tasks. Sincro tried to implement different internal processes for about a year to try and improve times, but they were unsuccessful in these approaches. They needed a solution that would work with their team of 17 employees to help them manage all of their customers and the daily work orders associated with them. It is important for them to be agile, versatile, quick in their responses, and be able to bill in a timely manner. They were searching for more control, while also using less resources.

## Results: Communication, Time to Invoice, Order and Control of Tasks

**“Since we implemented MobiWork, every change exceeded the general expectations of the company.”** At one point, Sincro did have a custom-made software. They had this for the generation of tickets, but it wasn't all digital. They still had to print the tickets; meaning they could not give the ticket to the technician if he was already out in the field. **“Now, we control where the technician is from the app and what task he is doing. Less paper is used, jobs are better organized, and there is greater post-work control completed and returned to the customer in record times.”** After implementing with MobiWork, they can't imagine working without the application. It has resolved any communication issues between the technician and the client. The technician has all information and history on the client at their fingertips, which leads to better performance in resolutions. This ensures that the information is not only available but is detailed and accurate. Main improvements have been in the time to invoice and time involved in the process of returns, as well as the order and control of tasks and the tracing capabilities. Sincro has had the power to double the amount of daily technical work they do, as well as lower 80 average days of information processing to invoice, we lower record times the returns to customers and status statements. They have many competitors, but it's not something that Sincro worries about anymore. Differentiating factors include providing customized solutions, personalized service, advice, and support throughout the entire process. They were also pleasantly surprised to find out that MobiWork helps with the state control of the vehicles of the technical department.