

CASE STUDY



# SA ARMSTRONG PEG

SA Armstrong PEG Team Uses Field Eagle to Improve Customer Service

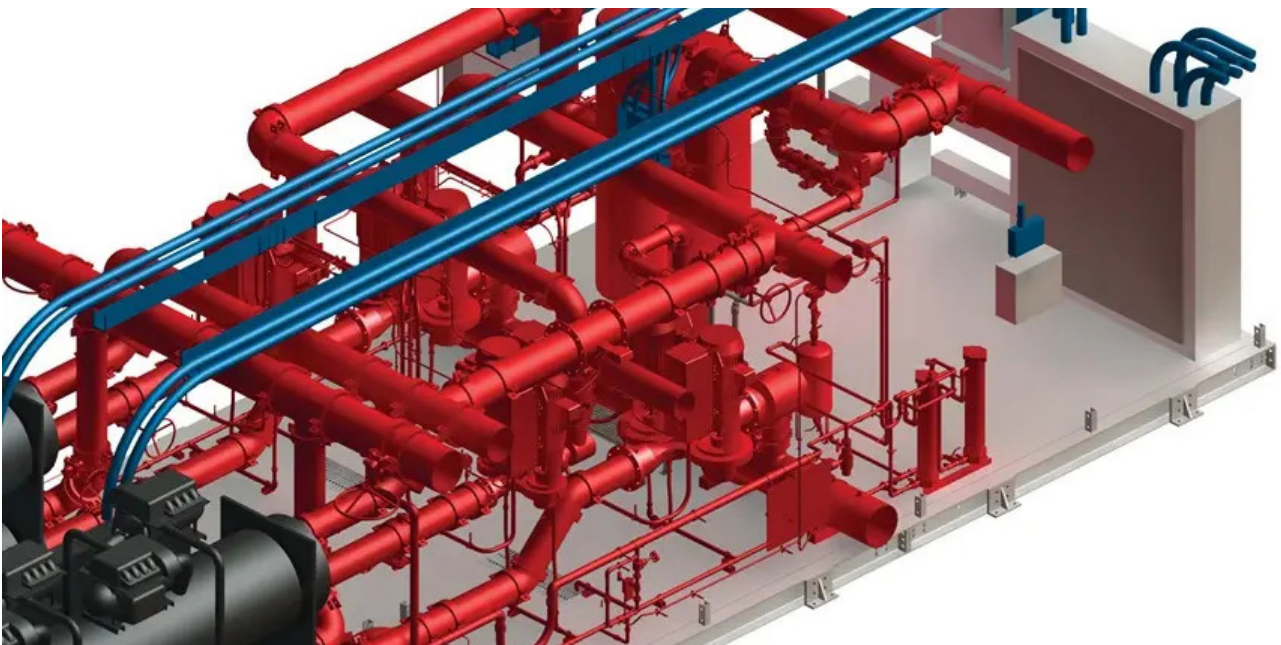




# THE PROBLEM

SA Armstrong manufactures fluid flow pumps, heat exchangers, and HVAC systems for various residential, industrial, and commercial markets. One of the services most appreciated by Armstrong's customers is their custom-designed HVAC systems. These custom solutions are designed by the company's Professional Engineers Group (PEG), a specialized team of project managers, mechanical engineers, and proposal engineers. They are responsible for taking care of the entire lifecycle of custom projects, from proposals to submittal and manufacturing, until the custom unit is shipped and commissioned on-site. Many documentation and forms are involved in each custom built HVAC, including warranties, service contracts, and inspections.

Between the paperwork and inspections for each client, the PEG team needed to improve customer service by digitally managing all documents, inspections, and customer data. Furthermore, the artifacts associated with each HVAC needed to be easily accessible to other team members globally and clients within a self-serve module.





**“The objective is to improve the customer experience from project inception throughout the service life by implementing a digital platform. This will allow storing and managing artifacts and making them available externally to paying clients and internal team members and act as a gated process mechanism to improve the quality of the deliverables.”**

**- Anne-Laurence Chevalier  
Offering Manager, HVAC and Automation Systems  
Armstrong Fluid Technology**



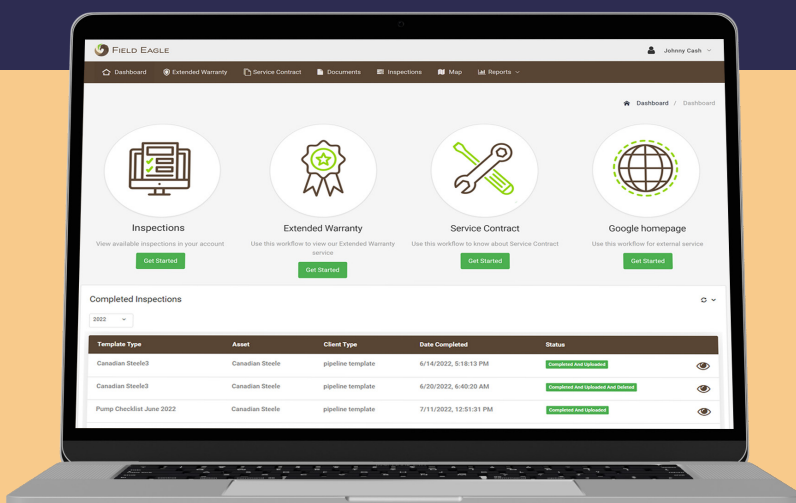
# THE SOLUTION

## FASTER & MORE ACCURATE INSPECTIONS

Each custom HVAC requires an inspection checklist to be completed and shipped with the product. This quality assurance process ensures the product is never shipped with defects. Quality assurance checklists were done on a paper form, which travelled with each HVAC system along the assembly line. Tablets with the Field Eagle app are supplied to the HVAC technicians to perform inspections on. Field Eagle's built-in audit functionality provided a gated process mechanism to increase the HVAC systems' quality. For example, incomplete inspections cannot be submitted, which ensures there are no missing questions. Furthermore, photos could be attached to the inspection with the tablet camera as proof of quality.

## CENTRALIZED DOCUMENT & CLIENT MANAGEMENT

Field Eagle provided the SA Armstrong PEG team with a digital platform that makes storing and managing documents and inspections easier. The Field Eagle company portal allows managers to build inspection templates and assign them to technicians on the floor. Furthermore, they can also store warranties, service contracts, and client data and generate inspection reports. The company portal can be accessed by team members globally once the portal administrator gives them access. The Armstrong PEG group also leverages the Field Eagle Client portal, which enables them to share inspections and documents with their clients through a secure online website.



The Field Eagle Client Portal enables your customer easy access to their warranties, service documents, and inspections.

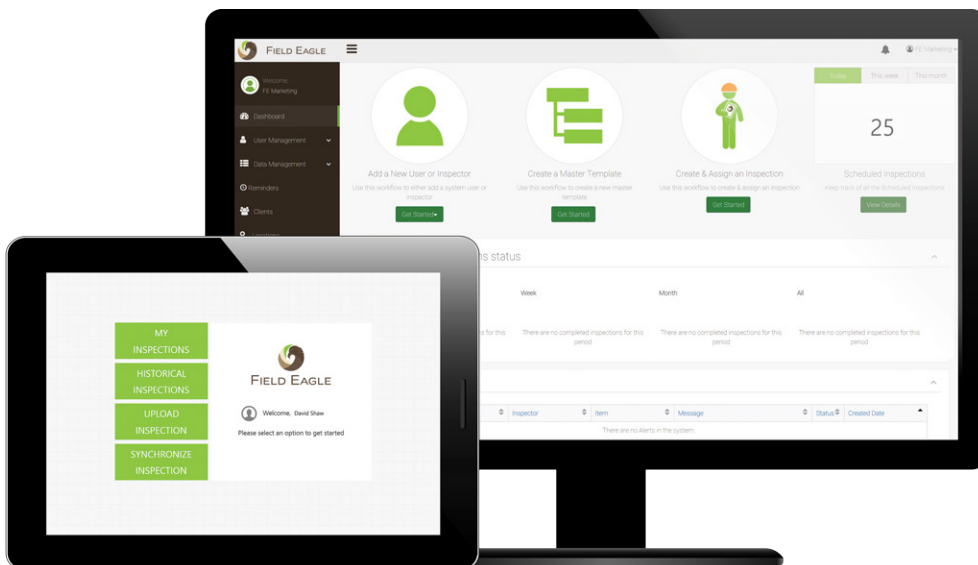
# THE RESULTS



“Field Eagle has allowed consistency over quality before it gets packaged & shipped and allowed us to align our different factories globally regarding quality inspections. It has started an online database with more pictures which are now easy to take and store.”

- Anne-Laurence Chevalier  
Offering Manager, HVAC and Automation Systems  
Armstrong Fluid Technology

The PEG team now has a digital platform that stores and manages artifacts for each custom build and client. Digitizing the data collection acts as a ‘gated process mechanism to improve the quality of the deliverables (HVAC Package Systems).



Field Eagle increases the speed and accuracy of the data collected by eliminating paper and pen.



# CUSTOMER PROFILE



## SA Armstrong LTD

Since its founding in 1934, SA Armstrong Ltd. has pioneered an uncompromising range of fluid-flow pumps and heat exchangers for global markets. The Armstrong name is a benchmark for quality in design, engineering and manufacturing, and its products are internationally recognized for design efficiency, long service life and operating economy. As part of Armstrong's extensive range of services, it offers its customers access to expert, personalized engineering support. Their experienced staff addresses all questions and provides individualized technical assistance. From product selection to providing installation and operating instructions, SA Armstrong is a leader in technical service.



# SOLUTION PROVIDER

Field Eagle is a tablet-based inspection solution developed by Konverge Digital Solutions. Its benefits include:



Reducing Paperwork



Speeding up the inspection and reporting process



Incorporating corporate and regulatory standards into the inspection process

Field Eagle allows clients to reduce enterprise risk, enable preventative maintenance and create a new operational data source. Field Eagle's template-based design makes it suitable for inspections of virtually any process.

a **Konverge**> solution

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