

The Client



Syrinx Service



Enterprise Application Development



Mobile Development

Client Contact

Bob Rosenfield, CEO, JN Phillips

Technologies

Microsoft .NET; SQL Server; JSON APIs; Android tablets on the Verizon network, including camera and GPS integration; REST API

Headquarters

Woburn, Massachusetts

Website

www.jnphillips.com

About JN Phillips

Right after the end of World War II, restrictions on travel and gasoline were lifted and Americans began a love affair with the automobile. It was 1946, and it was a very good time to go into the auto glass replacement business. Even back then, JN Phillips was focused on innovation and training. Automobile design advanced rapidly, and with it, the technology and characteristics of windshields and auto glass. By staying at the forefront of windshield replacement, JN Phillips grew and still seeks to remain innovative and committed to convenience without ever compromising safety. But they know how important convenience is, too. Over the years, they've dedicated themselves to providing the safest, most convenient windshield replacements possible by hiring and training top-notch professionals and continuously taking advantage of emerging technologies.

The Situation

In 2012, JN Phillips aimed to optimize their business. They were experiencing a constant backlog of service requests and poor communications between the call center and technicians. JN Phillips, in line with their commitment to emerging technologies, sought to improve the efficiency of communications between their call center and technicians. They envisioned a more automated process of distributing real-time updates and data points in reference to jobs, inventory and schedules to increase customer service delivery times, both in terms of speed and number of clients touched per day. After reviewing a number of firms, JN Phillips found Syrinx Consulting to be big enough to do the job and small enough to care. It became clear to JN Phillips that Syrinx was at the forefront of emerging technologies, from software to hardware to tablet to integrating all the systems. No other firm had been able to articulate the vision JN Phillips conveyed, and describe a solution that would net both increased revenue and customer satisfaction.

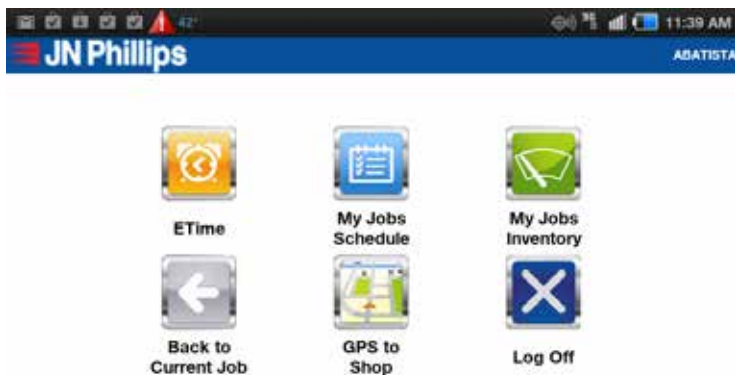
The Result

Over a period of four months, including field studies, Syrinx designed, developed, and deployed a fully automated solution that eliminated the need for phone or human interaction between the JN Phillips customer service representatives and the service technicians. Syrinx delivered a custom application on field-hardened tablets linked to JN Phillips' Customer Relationship Management software at headquarters. The solution seamlessly interfaced with the JN Phillips CRM / fleet management system and Syrinx developed web services and an inventory schedule with the custom interface so the process flowed in real-time. Additionally Syrinx designed a detached-mode mobile application that did not require a network so the technicians could plan their schedules and work uninterrupted.

"We were thrilled with the result! We were able to repurpose employees to customer-facing service opportunities and we cut down on job errors and re-work. Syrinx helped us increase efficiency and gain a technological edge over our competitors."

"In working with Syrinx, we were impressed with the innovative solutions the team conceived. The custom applications on brand new mobile devices increased our efficiency over 30%. We were able to redeploy customer service representatives to more customer-facing tasks and the mobile technicians were able to complete more jobs in each cycle. Happier customers and a boost to the bottom line? Syrinx is a no-brainer; highly recommended."

Screenshots



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About Syrinx

Syrinx Consulting is a process-driven IT consulting and software development firm that designs, builds and maintains large-scale, reliable applications and Web sites for reduced organizational costs and business advantage. Syrinx specializes in delivering quality solutions for content management, enterprise application and infrastructure services using .NET, JAVA, SharePoint, Mobile (iOS, Android, Blackberry), Vordel, Oracle,SQL, and other leading technologies and platforms. Syrinx is a developer-founded and developer-run organization, offering flexible and innovative solutions. More information about Syrinx can be found at www.syrinx.com and via email at sales@syrinx.com.

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