MasonLift

In today’s digital world, organisations need to gather and analyse data in real time, present insights faster and command processes with speed and agility using capabilities such as cloud, mobility, visualisation, artificial intelligence, edge and enterprise integration. They must also merge operations with information technologies, and seamlessly integrate cutting-edge innovation with legacy systems and data. That’s a lot to ask of a single solution. Or is it?

Discover Xalt, a revolutionary platform that streamlines daily operations and boosts efficiency across key business activities in all vital industries. Xalt technology accelerates a digital transformation by enabling the convergence of the physical world with the digital world. It delivers a secure and nimble framework for custom apps that are native iOS- and Android-ready – with zero client footprint and no coding required. With Xalt, you get optimal workflows, unprecedented insight and enhanced productivity. Here is an example of customer success using Xalt’s cloud and mobile capabilities.

About the Customer

MasonLift is the largest forklift rental fleet in Western Canada and is an authorised dealer for Toyota, Kalmar, Load Lifter and Ottawa. The Canadian-owned company is over 70 years old and has more than 70 skilled technicians working in 10 service centers. To operate efficiently, it needed to get information to and from their technicians in a timely fashion. Prior to implementing Xalt, this information was shared via e-mails, phone calls and old-fashioned paper processes.

Megan Larsen, Vice President of Product Support and Frank Sandor, IT Manager & Systems Administrator at MasonLift, first learned about the solution in 2015.

“We were impressed by the fully customisable app, which wasn’t too expensive,” said Larsen. “We talked to other companies and got quotes, but the price comparison was through the roof,” added Sandor.

Apps Used

MasonLift chose the new technology in 2015, and 40 field technicians are successfully using it on their iOS devices for all work-orders and WIPs. The company has plans to extend Xalt apps to its field sales department in the future, largely due to its enthusiastic reception among the workforce.

Adoption has been an extremely favorable and easy process. Acceptance has been phenomenal, and the learning curve of the app is one day, maximum.”

Megan Larsen, VP Product Support, MasonLift
Results

Using the app has resulted in tangible savings of time and cost at MasonLift. According to Larsen, the average date of invoice has gone from seven to two days.

“Typically, we can invoice the next day, and turnaround for quotes has been extremely quick,” she said. “We are getting information to customers faster. The part replenishment is immediate. Everything has been streamlined.”

MasonLift’s paperwork load has also diminished, eliminating the time previously spent going back to the office to input data. There is no longer any duplication of information by administrative staff. “We have re-allocated our administrative team on to proactive work instead of reactive work,” she added.

Sandor emphasizes the importance of involving employees in the early adoption phase, so they can see how the new technology benefits them in their daily work. This strategy has been extremely successful at MasonLift.

“Before we rolled out the app, some of our employees had fears about the future. By involving them in the development phase, we eliminated a lot of those fears,” he said.

Larsen and Sandor agree the move has been transformative. “We really love the system! It’s been a game-changer for us,” said Larsen.

Want to learn how Xalt can accelerate your digital transformation? Visit hexagonxalt.com

About Hexagon

Hexagon is a global leader in digital solutions that improve productivity and quality for manufacturing, infrastructure, safety and mobility applications. We create Smart Digital Realities™ that empower the future of autonomy across production and urban ecosystems.