

## Customer Case Briefing

March 2007

<b>Client Name:</b>	American Elevator Inspection Services, a Washington DC based elevator inspection and consulting company.
<b>Summary:</b>	Mobile Spectrum increases daily efficiency and decreases reporting time for elevator inspection company and their client, a large municipal airport.
<b>Product Offering:</b>	m-Inspector for Elevator, Escalator, Moving Walk Inspections
<b>Technology Used:</b>	Tablet PC's, Web Administration and Custom Reporting

### CUSTOMER PROFILE

American Elevator Inspection Services, Lorton VA

AEIS is in the business of providing conveyance inspection and consulting services. They provide safety inspections, maintenance evaluations, condition surveys, vertical transportation specifications, equipment upgrade recommendations, and more for customers in both the commercial and government marketplace. Founded in 1988, the company has grown to become a leader in providing elevator consulting services in the greater Washington DC area. The company employs a staff of ten certified elevator inspectors. One of AEIS's largest clients is the Metropolitan Washington Airports Authority, including Dulles International Airport and Ronald Reagan National Airport.

## CUSTOMER PROBLEM

Management at AEIS was at an impasse. They were gaining more business than they had ever previously, but were challenged by the amount of time it was taking to deliver their findings to the appropriate parties. Inspectors from AEIS were hired by the Metropolitan Washington Airports Authority to provide accident investigations, semi-annual, and annual inspections of all vertical transportation systems at both Reagan National and Dulles International Airports. The process for all safety inspections was as follows:

■ The airport would provide AEIS with any internal and required protocol inspection forms that would be needed to use for inspections.

■ AEIS would include the standard American Society of Mechanical Engineers (ASME) mandated inspection forms for the inspection.

■ On the dates of inspection, the AEIS inspectors would come out to the airport facility with a camera, a clipboard with all their forms, and sometimes a voice recorder.

■ Inspections for a portion of the facility generally took 8 hours, in which time, if any safety violations were found, the unit would have to be put out of service until the report was finalized and provided to the maintenance provider and the airports authority.

■ At the end of the shift, and often, at the end of an entire facility inspection, which could take up to a week, the Inspector would take his handwritten forms, any photos, notes and recordings, and consolidate them onto a typed form. This process could take hours, compounded by as many forms as were required for each inspected unit.

■ Once a report had been transcribed onto the correct forms and all auxiliary information had been included, AEIS Inspectors would deliver the final copies to their customers, any government agencies, as well as file a copy with their code enforcement division.

*“With m-Inspector, AEIS has the competitive edge we needed.” - Harold Rose, President of American Elevator Inspection Services.*

AEIS wanted to be able to provide their customers with inspection findings as soon as the inspections had been completed. With the average turnaround time being around three to four days, they knew that they were losing time, and in turn money, with their current inspection processes. AEIS wanted a system that:

■ Would speed up the inspection delivery process for their customers.

■ Allowed them to consolidate their note taking, photo capture, and inspection checklist routines.

■ Provided a simple, easy to use way to archive an electronic version of their field inspections.

■ Gave them the ability to quickly create and deploy new inspection forms for the other types of inspection and data collection the company provided.

## **THE SOLUTION**

AEIS approached Mobile Spectrum and was able to utilize the m-Inspector field inspection solution to meet and exceed the challenges they were facing. AEIS management worked with Mobile Spectrum to determine the forms most often used for electric elevator, hydraulic elevator, moving walkway, and escalator inspection, and recreated those forms within the Mobile Spectrum web based inspection management system. AEIS Inspectors utilized the m-Inspector Tablet PC solution to perform their inspections from the field, using the easy to use on screen inspection input system. They were able to take photos using their digital and USB cameras and have them be directly inserted into the ASME protocol report. Using the handwriting recognition features of their Tablet PC's, Inspectors were able to write

out their comments and other notes directly onto the report, saving time that would have been used transcribing handwritten notes back onto an electronic version. Once they had performed their inspections, they were able to upload the results immediately to their custom web administration module, while at the same time, email their findings immediately to their client as well as the client's maintenance provider.

## **FEATURES, ADVANTAGES, BENEFITS**

AEIS was able to quickly realize return on their investment on m-Inspector. Report delivery time drastically reduced from four days to submitting reports the same day as the inspection, where AEIS administrative staff would act as a clearinghouse and attach their internal documentation before submitting their reports. Since the company is in an always online environment with their Tablet PC's and external high speed cellular modems, they can use m-Inspector whenever and where ever they like, but they still have the option to use system's offline access capabilities to perform inspections even when online connectivity is not available. When customers request historical reports, AEIS can now utilize the web module to quickly and easily retrieve past reports and send immediately via preformatted PDF.

## CUSTOMER REACTION

Management at AEIS was very pleased by how well m-Inspector fit into their preexisting processes. "Our inspectors can enter their inspection findings directly into tablet PCs, saving steps and time. Quicker inspection turnaround time means elevator code violations on the appropriate inspection form are sent to the client, maintenance provider, and code enforcement division the day the inspection is done, giving AIES a bidding advantage when we go out for new contracts" said AEIS's President, Harold Rose. The company's inspectors were able to pick up a Tablet PC loaded with m-Inspector and in a matter of hours were seasoned on using the system to quickly and efficiently perform field inspections. "Real time inspections are the only way to conduct safety inspections, and transfer results quickly."

## CONTACT

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**Mobile Spectrum:**  
**Mobilizing Business Processes.**

## BIG PICTURE ADVANTAGES

With the m-Inspector Elevator Safety inspection management solution, AEIS is poised for growth and increased revenue opportunity.

By reducing the amount of time it takes to perform, compile and deliver field inspection reports, AEIS has effectively increased its own production capacity with minimal investment.

## RETRUN ON INVESTMENT

To get a better understanding of how using m-Inspector can help your business, here is an example of a typical elevator inspection companies cost savings—**You can see a return on your investment in less than 90 days!**

Average Inspection Company:

Four Inspectors, performing  
6,000 inspections per year.

m-Inspector can shave upwards of 1,000 hours off the time it takes for those inspections to be compiled and transcribed into deliverable reports.

**That's a time savings that can equal \$20,000 per year** when considering that it takes \$20.00 per hour to transcribe and compile reports off site.

With that kind of savings, m-Inspector can **pay for itself in less than three months.**