



THE MOBILE CMMS FOR TECHNICIANS AND STOCK MANAGERS

CARL Touch provides effective assistance for technicians in the field

- Can be used without training, facilitated by customisable screens and widgets.
- Multimedia: dictation, photos, bar codes, RFID/NFC, etc.
- Geolocation & outdoor and indoor navigation.
- Activity and travel tracking in real time, and attendance tracking.
- Work order reports and customer signatures.
- Description and inventory of equipment and assets.
- Stock management: warehouse or mobile.
- Usable without a network connection, transparent synchronisation.
- Centralised administration of mobile devices.

FEEDBACK FROM THE FIELD

Maintenance and after-sales service technicians

They often perceive a CMMS as a tool that is useful for managers but that, in their own role, offers insufficient benefits. The main criticisms relate to reports: technicians feel that entering reports is an administrative task, so reports are often created hours after the intervention and tend to be incomplete or of poor quality. However, complete reports enable more reliable analyses to be obtained, future breakdowns to be better diagnosed, and invoicing of after-sales processes to be accelerated, among other benefits.

Stock managers

They already tend to use mobile solutions, but complain that they are not user-friendly and do not synchronise data in real time. And when the warehouse operators are not available, or if stocks are managed remotely or using mobile systems, stock movements are manually re-entered from paper records.

CARL TOUCH IS RADICALLY DIFFERENT



SIMPLICITY AT YOUR FINGERTIPS

CARL Touch has been designed by specialists experienced in mass-market smartphone applications and uses familiar user interface principles, meaning that no special training is needed. The interface is streamlined to highlight the essentials; it is equally usable on tablets and smartphones thanks to the use of responsive design principles. Its touch mode simplifies data entry and saves time. Wizards speed up data entry. Widgets, which are accessible without the application being open, inform users about their activity (the number of current tasks, for example) and can be used to initiate actions directly.



MULTIMEDIA MODE

Reports are enhanced thanks to **CARL Touch's** multimedia mode, enabling photos and videos to be incorporated so as to avoid the need for keyboard input. The dictation function enables technicians to provide detailed information effortlessly. Bar code (ID, QR Code, etc.) and contactless (NFC) technologies facilitate data entry and searches.



MOBILITY

Technicians can use **CARL Touch** to enter reports in real time, update managed assets or record parts consumption from the work location, even if they are outside network coverage. As **CARL Touch** ensures constant contact with the company, technicians can view their work schedule, access useful information and send their reports. Stocks are updated in real time, via wizards that simplify stock entry, withdrawal and transfer movements, and inventories.



ASSISTANCE AND DECISION SUPPORT

With **CARL Touch**, technicians can request assistance and view the technical details of the equipment, including historical and current work orders, technical documentation, parts lists, photos, technical characteristics, fault trees and so on. Information about risks assumed allows technicians to work safely (protective equipment, etc.). **CARL Touch** uses GPS data to optimise travel. Inside buildings, indoor navigation takes technicians all the way to the work site.



CUSTOMER SIGNATURES TO CONFIRM SERVICE WORK

The customer's signature and any remarks are recorded on site; the customer (whether external or internal) automatically receives a copy of the signed report by e-mail.



Multimedia reports

Asset inventories
Stock movements

Work orders / Work requests
Facilities / Equipment

Articles / Stock status
Technical documentation



" Complete reports enable to obtain more reliable analyses and better diagnose future breakdowns... "

BENEFITS FOR ALL

CARL Touch provides a solution to the needs of technicians and warehouse staff in the field and also gives their managers the required supervisory insight.

FOR MANAGERS

CARL Touch keeps track of activity: real-time dashboards, better travel management, guarantee that personnel are on site (via RFID / NFC), etc. By enhancing the reliability of reports and the quality of the data entered, **CARL Touch** ensures that indicators are more accurate, thereby optimising the effectiveness of maintenance policies and offering guaranteed traceability of services performed.

FOR TECHNICIANS

CARL Touch enhances the day-to-day role of technicians by entrusting them with the use of an innovative item of equipment. Technicians perceive the benefits of constant support in the field, thus overcoming any reservations they may have about CMMS systems.

FOR STOCK MANAGERS

CARL Touch eliminates paper-based data entry and records stock levels right where the actual movements are taking place. It facilitates rotating or annual inventories, often carried out by inexperienced staff. Mechanisms are in place to monitor movements when the warehouse operator is not present. Stock replenishment is optimised, in that it is based on reliable data.

FUNCTIONAL PRINCIPLES

CARL Touch is a mobile application synchronised with **CARL Source**. Technicians are notified in real time of work orders or new work requests to be taken into account. In return, they submit detailed multimedia reports (operations carried out, parts used, etc.) that enhance technical knowledge of the assets and optimise monitoring of technicians' activities.

Using **CARL Touch**, inventories of assets (premises and materials) can be carried out directly on site, and associated technical information (specifications, photos, etc.) updated. This significantly cuts the time needed to ensure that the repository of assets is always up to date. Stock levels are adjusted instantaneously and information is available to everyone.

TECHNICAL CHARACTERISTICS



Native Android application

The application runs on a wide range of devices, including both smartphones (including rugged and semi-rugged models) and tablets. CARL Touch is a native Android application and can make use of all the sensors on the device (camera, GPS, gyroscope, bar code readers, RFID / NFC sensors, and so on).

High-tech synchronisation technology

CARL Touch is always available, regardless of whether or not a network signal is detected. Synchronisation is transparent to the user, taking place in the background (in "Push" mode) as soon as CARL Touch has network access (Wi-Fi, 4G, etc.). Data transfers are totally secure (HTTPS and Secure Web Socket). CARL Touch is designed to handle high volumes of data exchanged between hundreds of devices.

Centralised administration of devices

Managing a large fleet of CARL Touch devices is facilitated by a host of supervision features: device characteristics, (reports, monitoring of synchronisation), remote management (disabling of terminals, deleting data if a device is stolen, remote application updates, and so on).

Dynamic customisation

The screens, terminology, language and other aspects dynamically adapt to each user.
Time zones are taken into consideration.

Quick and easy installation and configuration

Simply scan a bar code (QR Code) on the terminal. Authentication is compatible with your LDAP directory. A number of operators may share the same device, in turn, with total security.



SATISFIED CARL TOUCH USERS

Industry: Asco, Boisset, Castel Group, Lindt, Ondulkart, Reydel Spain, Solystic, Soprema...

Service: Bouygues Telecom, Centrale des eaux, Cora, Cité du vin, Dikeos, EBM thermique, Grommet, Klesia, TelecityGroup...

Healthcare: Mulhouse hospital, Normandie Medical, Neuchâtel hospitals, Cardiocentro...

Transport: Compagnie Fluviale de Transport, Geodis, LGV Mesea and Oc'via, ONCF...

Infrastructure & public authorities: Nantes and Martinique airports, French National Assembly, Occitanie Regional Council, greater Nancy, Nantes and Reims councils, Semerap 63...

Find out more about our references on our website www.carl-software.com



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