

The world's most powerful mobile forms builder is also the easiest one

429

Forms Converted

₹ 27

Lakhs Saved

14,000

Hours Saved

There are many industries who are using Axonator Mobile Form App. Some of them are listed below.

Manufacturing

- ✓ Industrial Automation
- ✓ Consumer Goods Manufacturers
- ✓ Home Appliances Manufacturers
- ✓ Automotive
- ✓ Consumer Durables Manufacturers
- ✓ Home Appliances Manufacturers

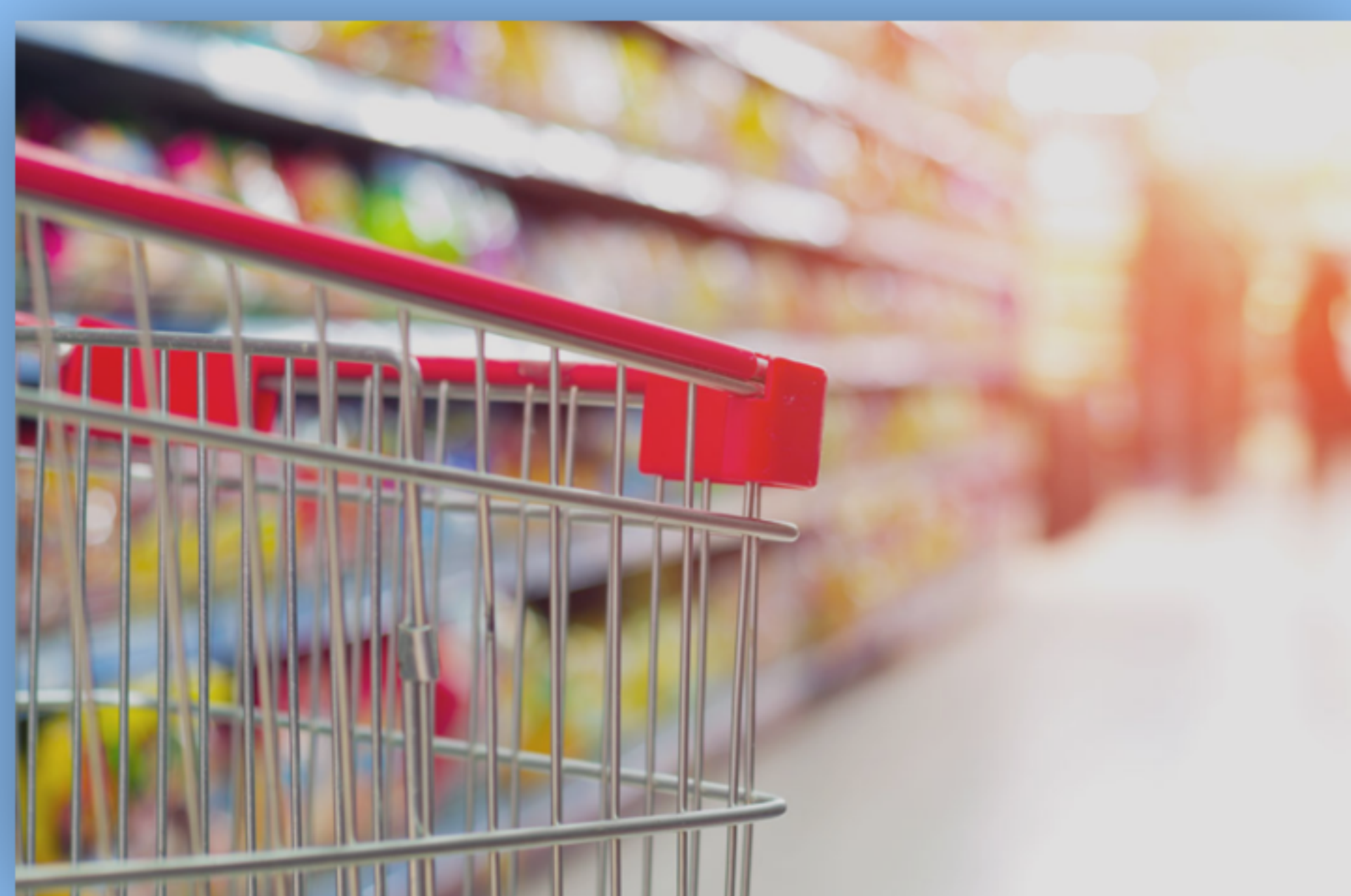


Real Estate

- ✓ Commercial Real Estate
- ✓ Core Construction Companies
- ✓ Real estate online marketplaces

Pharmaceuticals

- ✓ Mainline
- ✓ Research Development
- ✓ Bio-chemocal companies
- ✓ Chemist and Drug companies



Retail

- ✓ Food & Beverages
- ✓ Accessories
- ✓ Fashion
- ✓ Consumer durable

What our customer says about us.
Check following case study

A Success Story

80% Cost Reduction at Carter & Freeman Manufacturing Inc. using Axonator

The Challenge

“We were experiencing plummeting profits because of the slow processes and human errors in data”

Sara Nelson, Executive Head



Carter & Freeman has been a manufacturer of home interiors and floors since 2001. We provide many furnitures, floor carpets, office materials like desk and many other. We have field workers who visit customer places, inspect the floors and buildings and provide them with the correct solution. In this process, all orders were relying on paper forms, which is a way slower process and had human error risks every time.

We worked together on solving this slow execution and customer service issues. Barry Engle joined CFM 2 years back as Service Executive, he realized the problems we were facing. From his past experience, he suggested Axonator to implement in the existing process.



About **CFM**

Carter & Freeman Manufacturing Inc. is working since 2001. Manufacturing appliances and providing wonderful support taken us to this level. Customer trust and satisfaction was our target and we as an individual work passionately for it.

Providing services like floor plan, furnitures, appliances, and many others to Commercial, Recedential, Garden area, Industry plants, etc.

Success at **CFM**

Clients **500+**

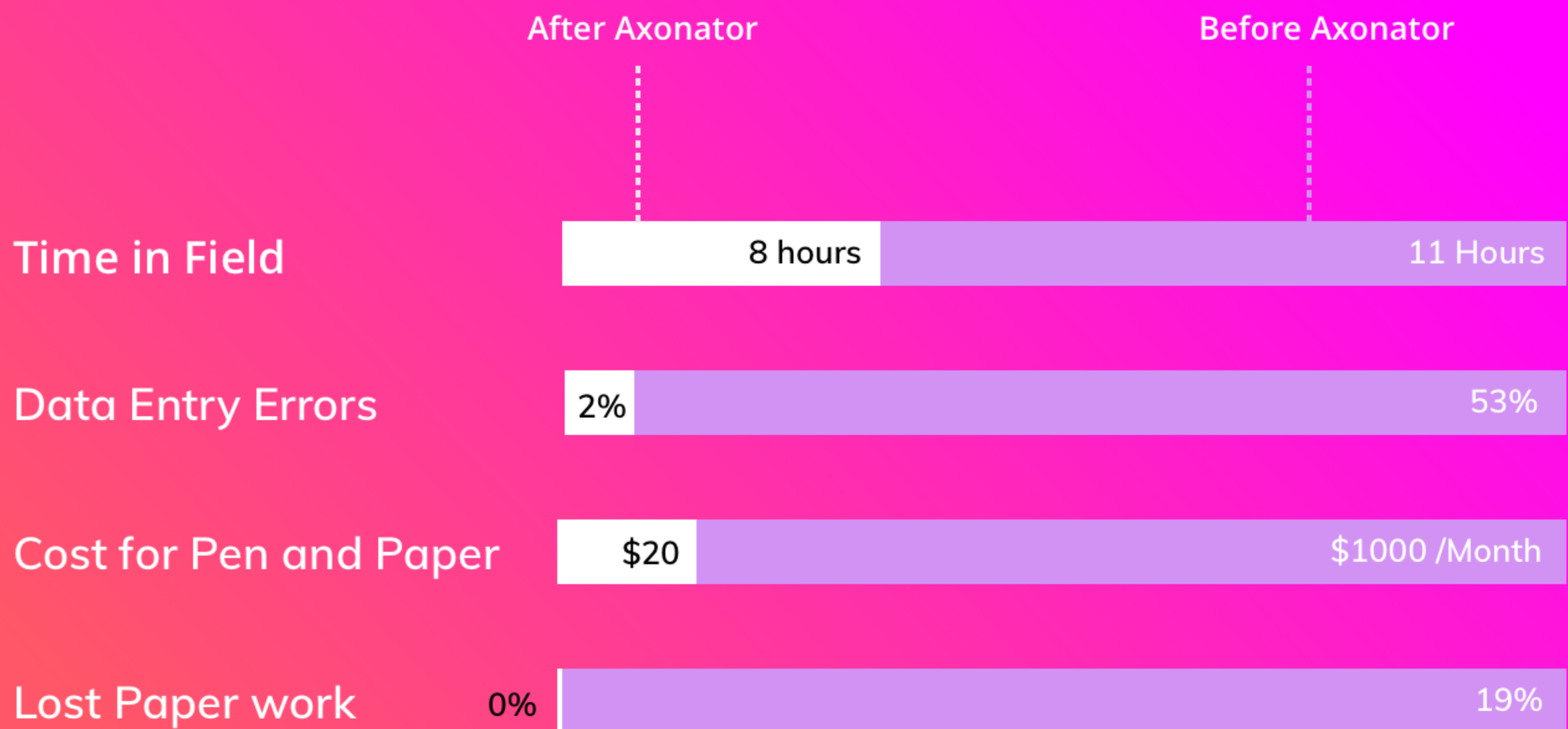
Service Engineers **200+**

THE RESULT



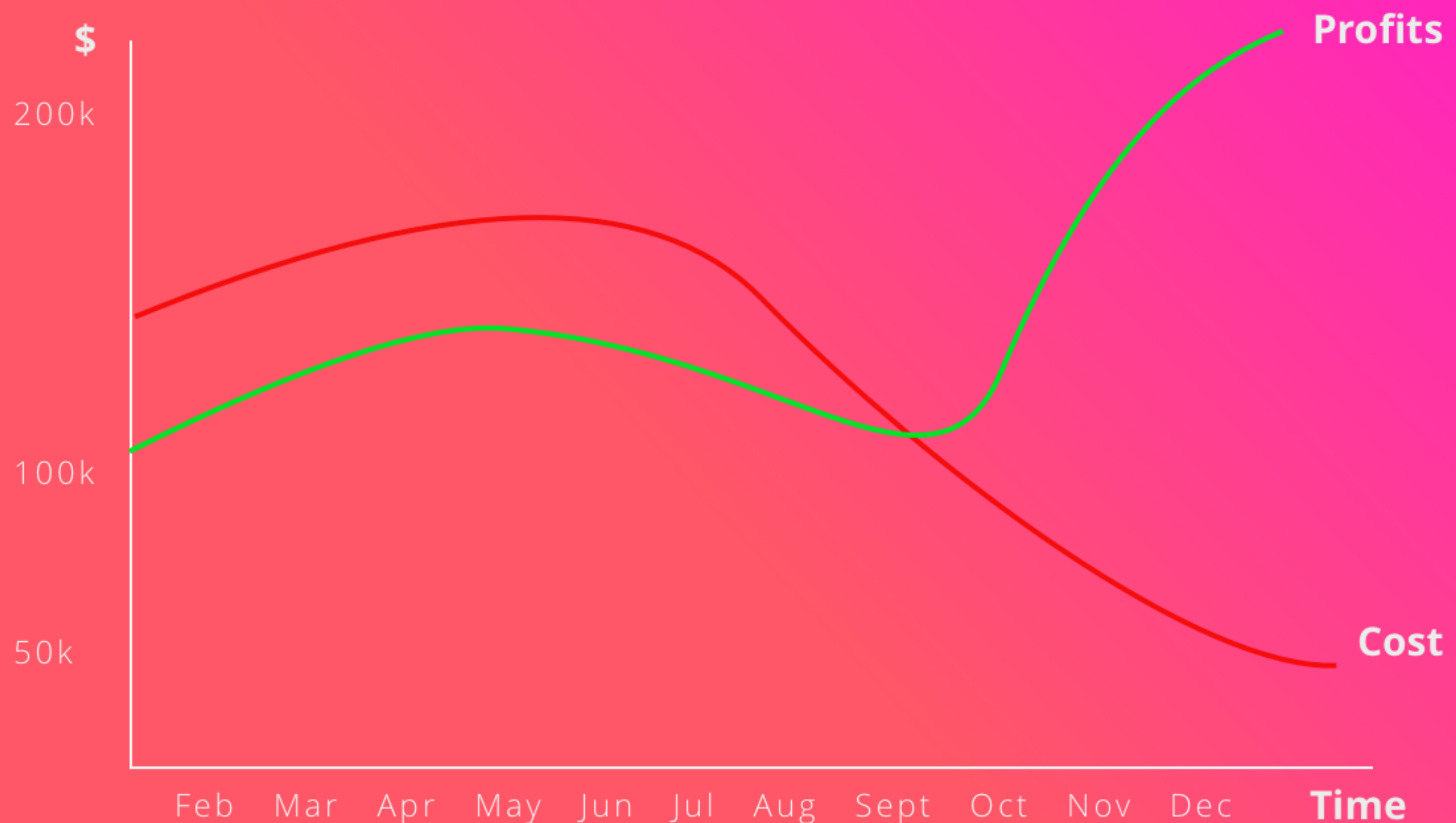
Bottom Line

53%



80% Cost Reduction within 11 months

34% Profits Increased within 11 months



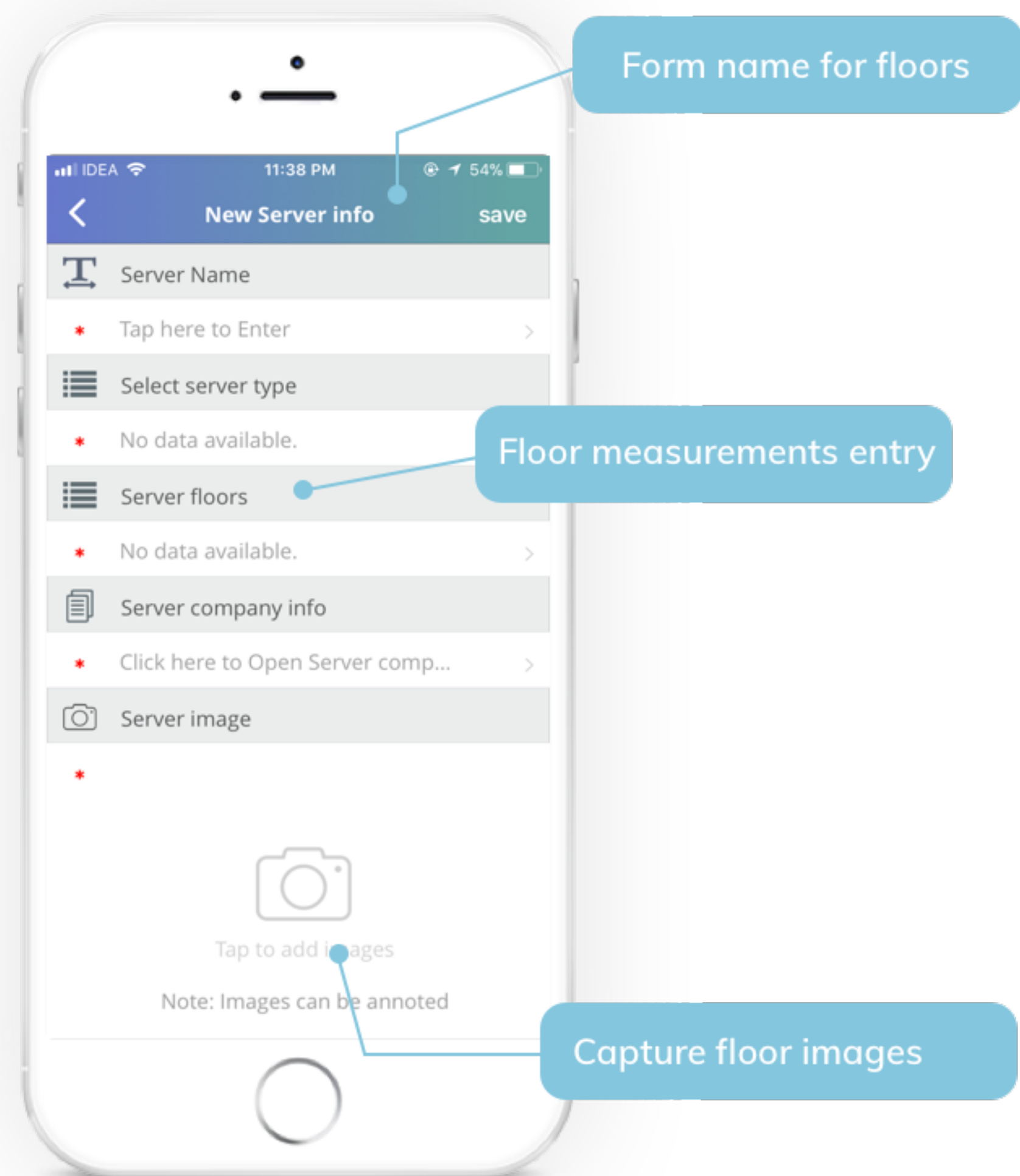


How we achieved it?

The Solution

Barry from CFM joined us as service executive. He noticed the major issue with our inspection reporting process. Technicians would complete an inspection of a building, but the customer would have to wait for an action until a traditional report was generated. Barry knew there was a better and faster way to get these inspection reports in action.

Barry was familier with Axonator and from past experience, he decided to use it at CFM. With the help of Axonator, engineer and field workers were able to gather floor measurements, capture photos, set GPS location and many others. We achieved this by following some simple ways. Just drag & drop the widgets, create the form you need and publish.



We have created many apps to make our process clean and neat. Axonator has helped us to automate the office workflow. We never got to listen to any issues from our existing as well as new customers about slow process or any errors in there placed orders.

When any engineer visits customer and perform inspection, on submission we receive data here in our office instantly. Service worker is able to fill out form using mobile, iPad, and other tablets. We receive orders on email. The orders get stored in google spreadsheet. Axonator has integrated salesforce with our system so we do not have to worry about customer orders and all details.

On form submission from field by service engineer, data get stores in both google drive and salesforce as we need. We have recommended Axonator mobile form app to many of our vendors here is San Diego, CA.

With the success they achieved through utilizing mobile inspection reports, CFM now uses Axonator for other company processes such as Customer information form, Customer order details form, employee sheet, company expenses reports.

Daniel said, “Axonator probably saves us between 230-300 man hours a week!”

With their implementation of Axonator, CFM not only has saved time and resources, but also has enhanced the level of customer service they deliver.

THE PROCESS

Automation?

As Easy as making a Cup of Tea...!!

**Our Executive
Visits Customer**



CFM's sales team visits the customer, captures all the customer details using Axonator mobile form app and submits the data. On submission, Axonator workflow assigns the task to a service engineer automatically.

**Collects
Consumer Orders
using Axonator**



Service engineer goes to the customer's place and performs the floor inspection, captures floor photos and other measurements. Then they confirm the order from customer, sign the form on their device and submit the data using Axonator form app.

**Store Manager
Receives Order
at Office
Instantly**



Store manager in our office receives the order as soon as field service engineer submits the data. Store manager can immediately proceed with the order. This process has become much faster than how it used to be using paper forms.

**Customer
Receives Service
On-Time**



The customer is pleased with the on-time, accurate and ever faster service received on their orders.

Value Realized



A world map with a light gray background. A blue location pin is placed in California, with the text 'San Diego, CA' next to it. A small green pin is located in Europe, and a small orange pin is located in Japan.

San Diego, CA

“Axonator has allowed us to provide the best service to the clients, which has helped in increasing CFM revenue and sales in 2017.

Vice President

Daniel Jacoby




Carter & Freeman manufacturing Inc.



World's most powerful mobile form app.
Convert your paper forms to mobile app.

 www.axonator.com

 +1-415-222-AXON