



Asset & Equipment Check Case Study

Prins Forklift UK Ltd.
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My
Business Apps

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Issue

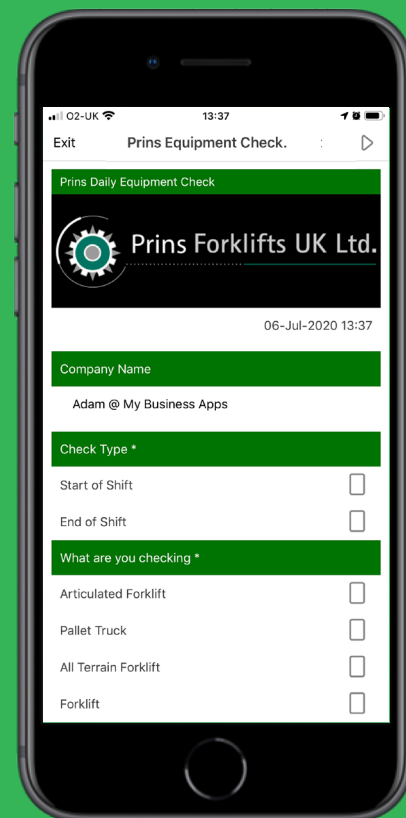
Prins are a large supplier of forklifts across the UK, primarily in the South East. With a diverse customer base, they are always looking for innovative solutions which can enhance the service they offer customers. Compliance checks and the associated record keeping are an issue throughout their customer base. If checks are not completed every day, a small issue or malfunction with a machine can easily become a costly repair. Prins were looking for a way to make checks and reporting easier for their customers.

Solution

Having had first hand experience of this issue, Adam was able to work with the management at Prins to offer their customers a solution that was neither cost prohibitive or onerous to administer. Forms were designed in line with both legal compliance and Prins expert knowledge. The forms are able to track the GPS location where they were completed, which also assisted with tracking equipment. Photos of damage or wear and tear are included in the daily checks. As well as the end customer, Prins receive a copy of the completed forms, enabling them to understand how regularly checks are being performed and notify customers as issues are highlighted. When checks are not being completed, Prins work with their customers to ensure they receive this information.

Outcome

The regular use of our App to complete these checks has seen a decline in major repairs; this is largely due to the fact the machines are being checked on a more regular basis than has historically been the case. Drivers are more engaged to complete their checks as the process is so easy. Prins have been able to feed back to customers quickly and perform small repairs in a timely fashion, in some cases preventing further damage. With the app working well on forklift checks, customers have started to add further forms to their app – timesheets, works orders and quality checks have been added by some customers, with further forms being developed for many. A cost-effective solution, the rate customers pay is the same regardless of the number of forms they add – this makes My Business Apps an attractive proposition for the Prins customer base and adds value to the service they offer.



“ The app performs superbly for checking Prins equipment, the additional “bolt on” option for customers can really benefit their business too... so, My Business Apps was an obvious choice”

- Mark Dorman,
Prins Managing Director