



Field Service Operations Are Improved with Mobile Bar Code Fixed Asset Tracking System

**The Challenge**

In the past, field service associates at Anderson Housing Authority had to enter the residences to perform their task of identifying assets and this was all done manually. This process proved to be very inefficient, and hence, Anderson Housing Authority needed a solution that would save its districts housing authority money and resources. Any solution needed to be rugged enough to handle the tough environment of the field work.

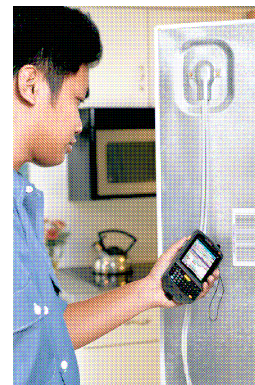


**The Solution**

Anderson Housing Authority implemented BCU's MFAT (Mobile Fixed Asset Tracking) for its field personnel due to its flexibility and ruggedness. The MFAT Application KIT that is available for the Motorola/Symbol MC55 allowed Anderson Housing Authority to interface into Yardi Voyager 6.0 SQL database. The MFAT module in combination with the MC55 enables the field personnel to read the bar code asset and location tags remotely and never need to write down information any longer manually. Furthermore, MC55 is a rugged handheld terminal that can withstand the tough conditions of field personnel work. "My impression is that BCU and Motorola/Symbol stands for products in a robust quality," says Charles Weatherly from Anderson Housing Authority.

**The Benefits**

Now, the field personnel can scan the bar code location and asset tags for a particular unit without writing down information, which makes their overall job much easier and faster. The MFAT solution also improves the precision, accuracy and dependability of the data gather about a unit, since all relevant data is scanned or selected from the MC55 handheld without the need for data entry at a later time. As a result, worker morale and productivity has improved while at the same time saving money and resources for the district Housing Authority Agency.





“The process of bar code scanning the asset tags into a ruggedized handheld is made easier and thereby the district housing authorities can save a considerable amount of money and resources. Furthermore, precision, accuracy and dependability of the data has made the process of tracking these assets better.” – Charles Weatherly Anderson Housing Authority