



# Case Study :

## Mobile Field Data Capture



# The Customer

The customer is a service provider for the marine industry who provides various marine management services, including onshore and offshore tankering, barging, inspecting, and fleet management.



# The Challenge



The customer was under increased pressure by both management and customers to provide near real-time updates of various services provided at docks and ports.

However, due to industry and customer safety regulations, employees have very strict regulations on on-site phone and internet use.

As with all industrial services-based providers, safety and operational quality are very critical components.

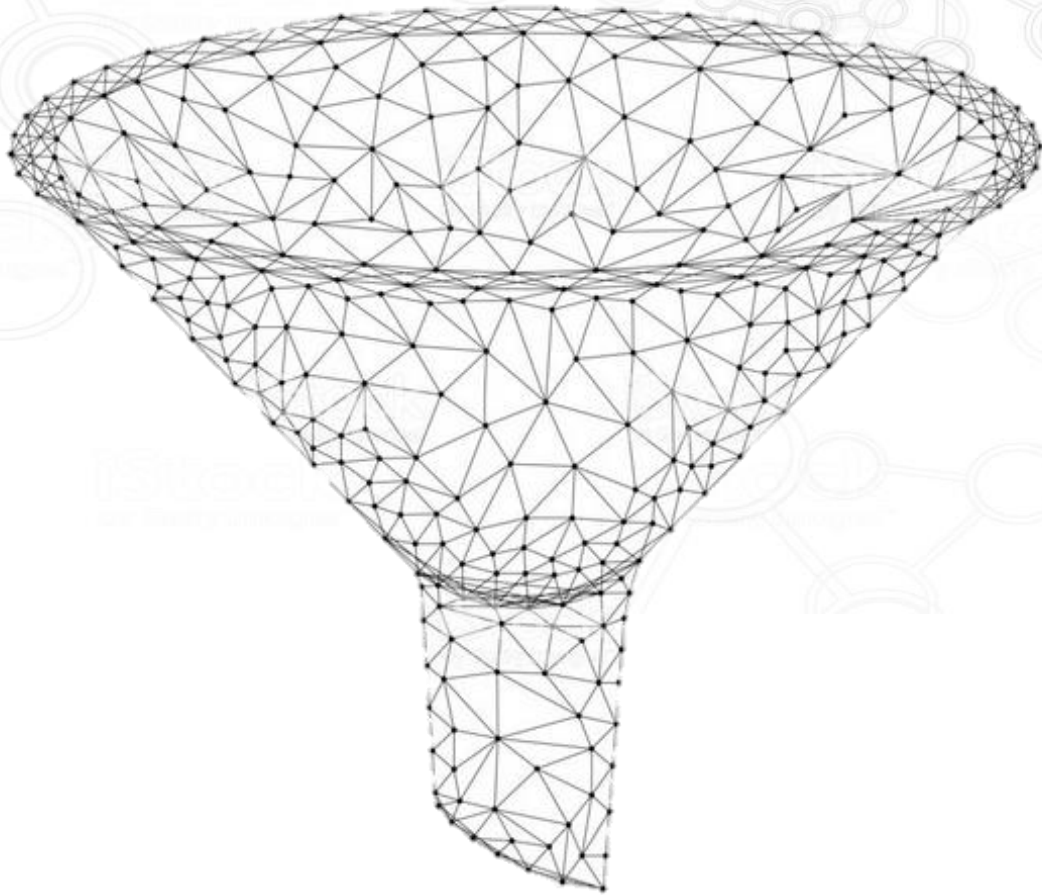
The solution needed to integrate with the customer's back office system, Microsoft Dynamics ERP.



- ✓ Assisted customer with evaluation, vendor selection, and the implementation of IBM MAAS 360 to provide organizational management to ensure employees would remain compliant in field usage
  - Alternate vendors evaluated
    - Mobile Iron
    - Roll-you-own solution
- ✓ Assisted in the evaluation and purchase of 300+ Kyocera intrinsically safe mobile devices
- ✓ Created 5-7 custom mobile applications using Android technology
- ✓ Created custom application to update solution since kiosk prevented normal updating processes
- ✓ Created API layer which interacted with various back-end systems to create custom workflows, approval processes, and various integration functionality

## The Solution

# The Metrics



4,707	—————▶	JSAs captured
928	—————▶	Near-misses captured
48,509	—————▶	Total mobile transactions
541,170	—————▶	Total messages sent
300	—————▶	Number of devices deployed

# The Technologies

.NET MVC front-end

Android-based mobile application built using JAVA and Android Studio

REST-based API using .NET Web API platform

SQL Server

IBM MAAS 360



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