

# Adelaide contractor puts Digital Pen & Paper power in the hands of field service team.

Field service engineers of leading Adelaide electrical and building services contractor Welsh & Leo are now using a new technology which allows them to preserve the benefits of paper forms, yet avoid the need to physically deliver them back to their head office at the end of each shift.



“Destiny Wireless’ solution had numerous advantages,” said Darren Leo, Chief Technology Officer of Welsh & Leo. “These include 100% data accuracy, real-time data delivery to multiple outlets, increased data availability, and cleaner and faster communication channels. All of these advantages have profound positive affects on both monetary and time costs, resulting in a highly efficient workforce.”

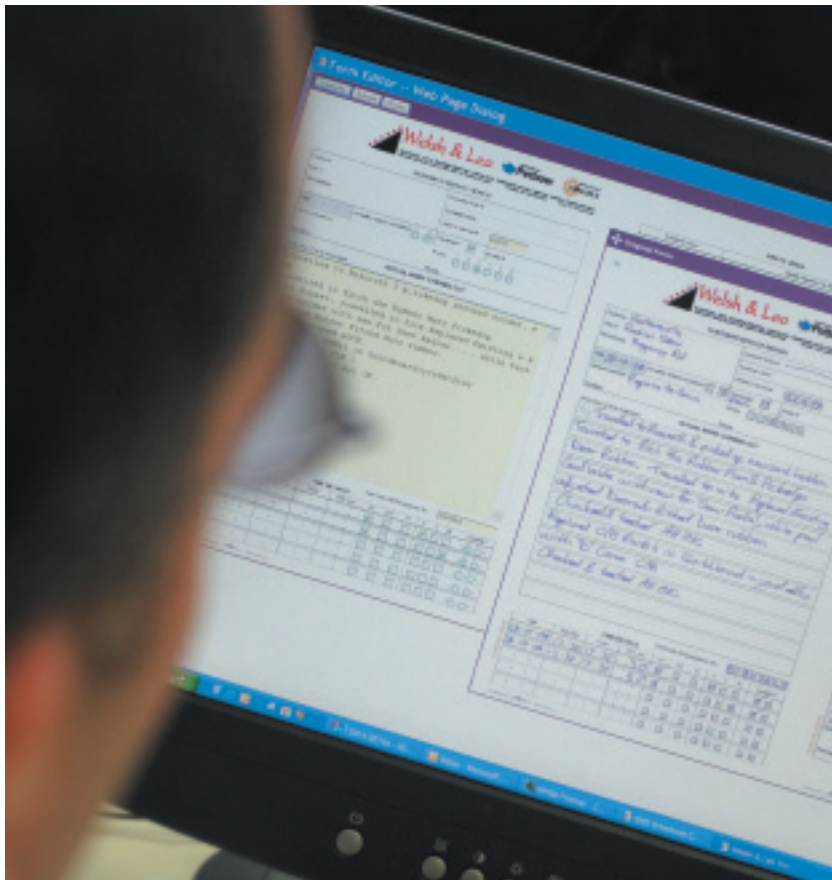
View a video clip of the Destiny Digital Pen in action at [www.destinywireless.com.au](http://www.destinywireless.com.au). Or for a personal demonstration, to see how the Destiny Digital Pen could revolutionise the way you do business, call (02) 9438 4909 or (02) 9438 4911 or email [info@destinywireless.com.au](mailto:info@destinywireless.com.au)



Chief Technology Officer Darren Leo evaluated various solutions based on Personal Digital Assistants (PDAs) but chose DP&P because it is cheaper, less cumbersome and more flexible. “The digital information arrives within 5 seconds,” he said.



One tick of a box on the Digital Paper form transmits it back to Welsh & Leo headquarters in real time. The data is submitted directly into the management and billing system without any need for re-keying, and each sent form costs the company just \$0.03.



Welsh & Leo field service engineers are now using Digital Pen & Paper (DP&P) technology to send service reports back to headquarters via cellular phone in real time. Now there’s no need to physically deliver paper reports to the office at the end of every shift. The Anoto® system converts the handwritten data into text, including vital information such as hours worked, billable hours, and customer service follow-up requirements.

The benefit of the DP&P solution is that it requires almost no training. It also enables the engineer to leave a hard copy of the report with the customer, whilst an electronic version could also be sent to the customer simultaneously.