

Customer Success Story



Support full offline for FSL on Android

RHC purchased Field Service Lightning last year hoping to have full offline access when they dispatch their service reps. The offline capability as documented in FSL as data priming was not sufficient for RHC's use case and they needed to access all of the Jobs, Work Orders and Time Sheet information when they are offline. Pulsar was the perfect Offline solution to accommodate their data needs.

Offline service report and signature

Service reports summarize the work that was performed for a customer, and can be signed by the technician, customer, and others involved in the work. For RHC, this was an important requirement. They were able to achieve this by writing a HTML/JS report that pulls all the relevant information and lets the user capture signature and save it as a PDF.

Excellent customer support

Having had a few issues with their initial FSL rollout, it was very important for RHC to make sure they tested every aspect of Pulsar before they made a commitment. Ultimately the proven track record of the product and Luminix team's willingness to work through this process played a huge role in the purchasing decision.

Company Description

As lifting equipment specialists, RHC Lifting Limited manufacture, supply, install, service & maintain all types of lifting equipment overhead gantry cranes and hoist including across the UK. RHC Lifting Ltd have decades of experience in designing, installation, servicing, maintenance, supply and 24hr breakdown callouts of overhead gantry cranes, hoists, jib cranes, vacuum lifting devices and general lifting equipment for hundreds of businesses, of all sizes, across the UK.



Industry

Manufacturing



Size

~100



Customer Since

2018