

# Proof of delivery with Capture OnTheGo™

This Objectif Lune customer prefers not to be named.

## ABOUT THE COMPANY

The company is a family-run rental services business that opened in 1997. The company has one of the largest and most versatile fleets of access machines and cranes in the south east of the UK and supplies anything from city cranes to mobile towers.

**Company:** Commercial and industrial machinery rental

**Revenue:** Estimated at 14 million (2015)

**Size:** 100+ employees

## Identifying the Opportunity

The customer was initially presented with a quality management system solution. However, after reviewing the requirements, they realized that the client needed additional capabilities like visual data capture, or what is referred to as a proof of delivery solution.

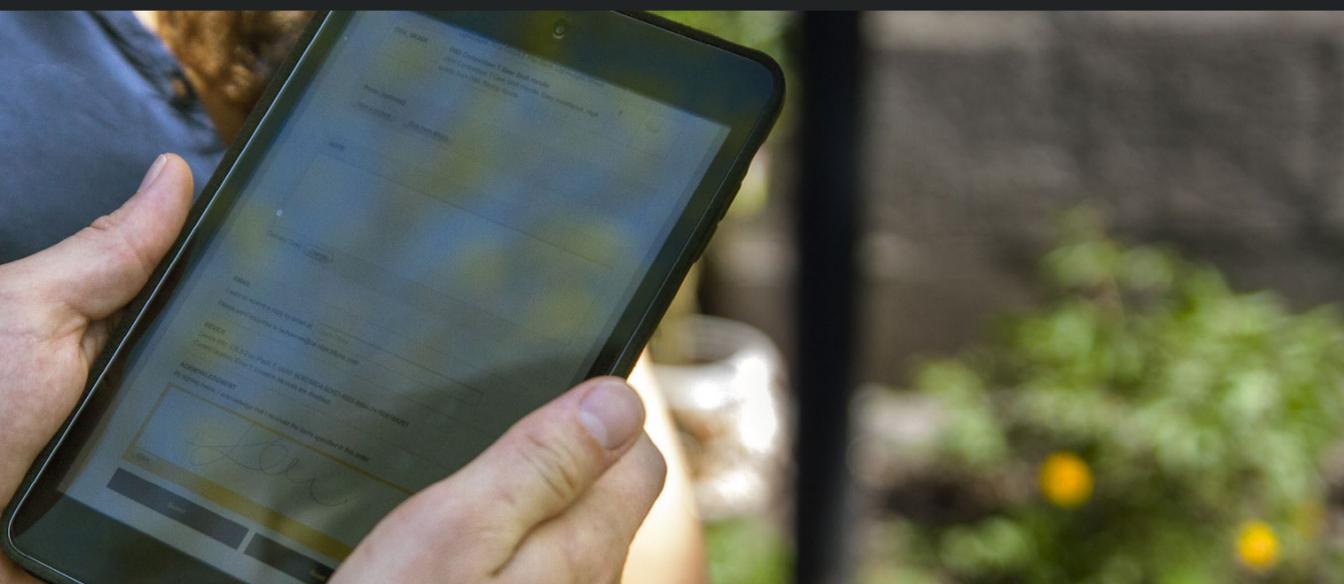
The company needed this functionality mainly because they had no way of proving what condition their vehicles were in when their customers drove off the lot after renting or leasing them.



## Before

### THE ISSUES

- The company relied on manual form handling, which meant lack of flexibility for field and office agents.
- Responsibility for recording vehicle maintenance was not clear among team members, leading to incomplete paperwork.
- There were issues with insurance, as information was not up to date.
- No way to prove what condition their vehicles left the site in, meaning they had to pay for customer damages themselves.



## Now

### THE BENEFITS

- The paperwork has fewer errors because all forms are now digital, allowing for better quality checks.
- Responsibility for recording maintenance is clearly outlined.
- Key information is now updated in real time, allowing for the office team to have access for insurance purposes.
- Proof of condition of vehicles leaving and returning to the site is now recorded with a real-time captured image.