

oxygen experts take to the air

RANA-Medical field technicians are saving at least an hour of paperwork a day, and are more effective during and between calls.



HEMOCARE TECHNICIANS GO WIRELESS TO SERVICE CLIENTS BETTER

Warren Massey used to dream about providing wireless technology for field technicians at RANA-Medical, a respiratory/home care company based in Morden, Man., which provides oxygen equipment and service, and also supplies thousands of clients with portable oxygen cylinders. But Massey, RANA-Medical's vice president of technology, never thought that things would happen so quickly when he sat down with Rogers Business Solutions (RBS). "It's phenomenal," he exclaims. "We knew that wireless technology would save time, but we had to manage so many other expectations and outcomes - instantly and infallibly during emergencies - that we expected it would be a while before we could replace forms, revise procedures, input data, capture signatures and share files - right out of the air, so to speak," he adds.

RBS was confident in proposing mFORMS™, a scalable, on-demand, mobile workflow solution from Rogers that virtually brings the entire back-office support on the road with the technician. Massey responded enthusiastically as

RBS engaged technology partner TrueContext to customize the mFORMS software to suit RANA-Medical's specific requirements. Pages of service-call reports were quickly condensed into a user-friendly wireless hand-held unit, with drop-down menus that eliminate errors, and intelligent prompting and navigation buttons to ensure that all entries are complete and accurate.

"The first and most noticeable thing is that we no longer have to interpret handwriting - an unexpected benefit when transferring information," Massey explains. "But most impressive is how simplicity and ease of operation improve our efficiency." According to

Massey, each technician saves at least an hour of paperwork a day - and is significantly more effective during and between calls. "And it gets better," beams Massey. "We are now ramping up to expand our business and take on new territories!"

It may seem phenomenal to some that such productivity would simply appear out of thin air - even to those in the oxygen-supply business. With wireless solutions, it happens all the time.

**"Simplicity
and ease of
operation improve
our efficiency"**

**-Warren Massey, Vice President,
Technology, RANA-Medical**



*Warren Massey, Vice
President, Technology,
RANA-Medical*

"Our goal is achieving steady growth by delivering cost-effective, quality services."



*Alvaro Pombo,
President & Executive
Chairman, TrueContext*

"Wireless provides secure, simple mobile solutions for businesses of all sizes."



*Mansell Nelson, Vice
President, Business
Development, Rogers
Business Solutions*

"The mFORMS solution is a great example of how Rogers delivers added value to its small and medium-size customers."