



FIELD SERVICE MANAGEMENT

M.E.S.O.

Case Study

Driving Value & Delighting Customers Through an Uptime-as-a-Service Solution

“M.E.S.O. is anticipating substantial growth in 2021. This would not be possible without FieldAware and ThingTech.”

Chris Britt, Founder, President, and CEO, M.E.S.O.



About M.E.S.O.

Since 2014, M.E.S.O. Inc. has served the Construction, Oil & Gas, Utility, Trucking, and Manufacturing industries by providing maintenance services to their truck, trailer, and equipment fleets – reducing costs and increasing efficiency for its customers. Utilizing a Telematics monitoring system that is rooted in the internet of things, M.E.S.O. provides maintenance services more efficiently with substantial cost savings for its customers. M.E.S.O. serves multiple industries and employs expert technicians that operate near their customers, ensuring the fastest possible response time. Above all, M.E.S.O.’s workforce is committed to promoting safety by completing each job free of incident and injury. This is our obligation to our team and their families, as well as our clients. Visit <https://www.mesoinc.net>

The Challenge

Maintaining a fleet of purpose-built mobile assets designed for use in service industries like Construction, Oil & Gas, or Utilities can be challenging. These assets are often deployed in support of mission-critical tasks like emergency outages or infrastructure repair. Factors like environmental conditions and the asset’s current health status, frequency of use, and service length can impact equipment lifespan, failure rates, and maintenance requirements. Owners and operators of these assets cannot tolerate excessive downtime as it could severely impact their business and the customers they serve.



Helping customers extend the life of their assets and avoid equipment downtime due to failures or maintenance issues was the mission of M.E.S.O.’s founders when they started the company in 2014. M.E.S.O., short for Mobile Equipment Service Options, provides fleet maintenance services on a broad array of capital intensive, mobile equipment. They serve assets within the Construction, Oil & Gas, Industrial Facility, Trucking, and Utilities industries. The company’s founders understood that the ability to collect, track and leverage data about the condition and health of these mobile assets and then make decisions based on this data to anticipate and even prevent service issues was key to maintaining high levels of equipment uptime.

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The Solution

The company quickly learned that it was a time-consuming task to capture and enter all the data associated with maintaining their customers' equipment and vehicle fleets. As the company grew, it became difficult to keep up with demand. Back-office productivity suffered as a result. Another challenge that M.E.S.O faced was that their customers' assets frequently moved, making it difficult to efficiently and effectively maintain work schedules. Although service visits can be scheduled in advance, there is no guaranty that the asset will still be available when the technician arrives. It may have moved to a different location resulting in the need to either reschedule the visit or reroute the technician if the asset location is not adequately anticipated.

Adhering to the status quo was not an option for M.E.S.O. They needed to step-up their game if they were going to grow, operate efficiently, and remain competitive. Being known for their expert technicians, fast response times, and a commitment to service wasn't enough. The company needed to find a way to differentiate themselves and offer their customers a better service experience.

Early in the quest for a solution, M.E.S.O.'s management embraced the view that IoT and Telematics could play a critical role in achieving this outcome. They recognized that this technology's early adoption would make it possible for M.E.S.O. to deliver a proactive, connected service experience to their customers. By integrating IoT and Telematics with back-office systems, M.E.S.O. anticipated it could acquire a line-of-sight to assets in the field, facilitate higher technician productivity levels, and streamline back-office operations.



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The Right Choice

After an extensive search, M.E.S.O. implemented an IoT and mobile field service hub solution jointly developed by FieldAware and ThingTech. M.E.S.O. helped pilot and refine the innovative solution that leverages the technology strengths of these two industry leaders. The IoT monitoring capabilities within ThingTech provide M.E.S.O. with the ability to collect real-time data about where a customer's assets are located, the asset's current health, and how they are being used. The highly configurable and open architecture of the FieldAware service hub seamlessly leverages this asset data and provides the core workflow platform to manage all service activities. This solution gives M.E.S.O. account managers access to insights that let them plan and predict the next steps based on real-world conditions.

ThingTech's technology is integrated with FieldAware's service hub through an open-architecture field service management software platform. FieldAware delivers SaaS-based software functionality the M.E.S.O. service team needs to manage and perform downstream service transactions stemming from IoT monitoring activities.

For example, work order management, schedule & dispatch, route optimization, technician enablement, and invoicing. The solution helps assure every vehicle and piece of equipment supported by M.E.S.O. receives the scheduled maintenance, service, periodic inspections, and scheduled repairs needed to keep them running strong.

"We're able to identify pending maintenance issues on our customers' behalf before they happen,"
said Chris Britt, Founder, President, and CEO, M.E.S.O.

"By monitoring utilization, mileage, engine hours and health status, we help prevent the unexpected breakdowns that cause delays, and waste money."



The Result

Through the FieldAware/ThingTech solution known as “Uptime-as-a-Service,” M.E.S.O. can provide its customers with a predictive and proactive solution that increases uptime, reduces maintenance and repair expenditures, and extends the equipment lifespan. M.E.S.O. views this capability as core to its business. They have made it an essential part of their value proposition.

“Scheduling inspections, adjustments, fluid changes, cleaning, testing, and worn-part replacement optimizes productivity and the lifespan of customers’ vehicles and equipment,” Britt said.

He added that M.E.S.O.’s proactive approach to maintenance also helps ensure the safety of operators, other employees, and anyone working around the assets while reducing litigation risk.

The FieldAware/ThingTech solution also saves M.E.S.O. an enormous amount of time. Back-office productivity

has doubled without the need to add more staff. M.E.S.O. account managers get more done in less time, reducing cost and increasing efficiency for the company. Of course, these results benefit the end customer through M.E.S.O.’s ability to provide faster and better service.

M.E.S.O.’s decision to invest in the Uptime-as-a-Service solution from FieldAware and ThingTech has had positive results for its operations and customers. The management team views it as a substantial competitive advantage, and it plays a central role in the company’s sales & marketing message.

“M.E.S.O. is anticipating substantial growth in 2021. This would not be possible without FieldAware and ThingTech”, notes Chris Britt, M.E.S.O.’s CEO.

By offering a proactive, connected, service experience through the Uptime-as-a-Service solution, M.E.S.O can help their customers improve their return on investment and financial well-being. This is because the solution allows customers to extend the life of their equipment and obtain detailed, dependable information to make smart replacement decisions that optimize their business.

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About FieldAware

FieldAware is a cutting-edge, cloud-based, mobile field service management hub, empowering companies to transform their field service with automated processes and streamlined operations. FieldAware is advancing field service with comprehensive solutions including optimized scheduling, dynamic and intelligent forms capture, robust reporting and analytics, AR, and IoT. FieldAware's flexible platform streamlines technician enablement and digitizes business processes while automating the collection and dissemination of field and back-office information. Combining our award-winning, easy to use/easy to adopt software with the industry's best implementation and support services, FieldAware provides rapid ROI, accelerating improvements in productivity, safety, compliance, customer satisfaction, and revenue growth.

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About ThingTech

ThingTech is an Atlanta-based software company that provides a Platform-as-a-Service (PaaS) solution that combines Enterprise Asset Management, Field Service, Fleet Management, and Internet of Things (IoT) solutions into a single, cloud-based, connected platform for both commercial and government organizations. ThingTech customers rely on its platform to track and optimize the performance of their mission-critical mobile and static assets and workforce to increase business performance and improve their customers' experience.

visit <http://www.ThingTech.com>.



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FieldAware simplifies field service management. We provide solutions that not only solve your field service issues but that are easy to use, fast to implement and integrate seamlessly with your existing systems.

**Learn more about our FieldAware solution
by scheduling a demo today.**

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