



Benning UK is a subsidiary of German company, Benning Elektrotechnik und Elektronik GmbH & Co KG. It designs, manufactures and installs AC and DC UPS systems, rectifiers, inverters and DC-DC converter products across the globe.

The picture fields within the form are used for system inspections to record visible component damage. Service Engineers can simply take a picture of the part, which is then included in the report.

The implementation of Formworks has been a huge success. It has made field service reporting much easier, slicker and more thorough and professional. Benning have had excellent customer feedback.

The Solution

There were concerns around the speed of information flow to customers, which needed to be improved. Benning also wanted their documentation to look more professional so they chose Formworks for iPad.

The Benefits

Paper forms have been totally eliminated and the team just carry an iPad with the Formworks application.

When field service activity is complete and forms are signed by customer and submitted, all parties receive an automated PDF within minutes.

We worked with Benning to incorporate the different types of paper forms that were previously used into one single dynamic template. The data capture requirements on the iPad form change depending on the type of inspection or testing selected making data capture much more efficient.

"I am very impressed by the ease of editing the form templates. We can easily make updated versions of the form in the background, test it & prove it, before publishing the new version of the form.

All questions and queries I had during the development of the form and regarding building and editing the form were explained promptly and professionally.

Digital Field Solutions did a fantastic job!"

*Field Service Engineer,
Benning*