

CASE STUDY

CUSTOM MOBILE APPLICATION FOR TECHNICAL SUPPORT STAFF

Background

Our client's mission is to help individual and commercial customers secure and monitor what matters most – their homes and business utilities.

With more than 70 locations across the United States and Canada, the company provides electronic monitoring, energy control, home security, and personal health solutions to residential customers as well as businesses of all sizes.

By operating its own network monitoring centers, the company is able to offer exceptional customer service, from professional installation to responsive post-delivery customer support.

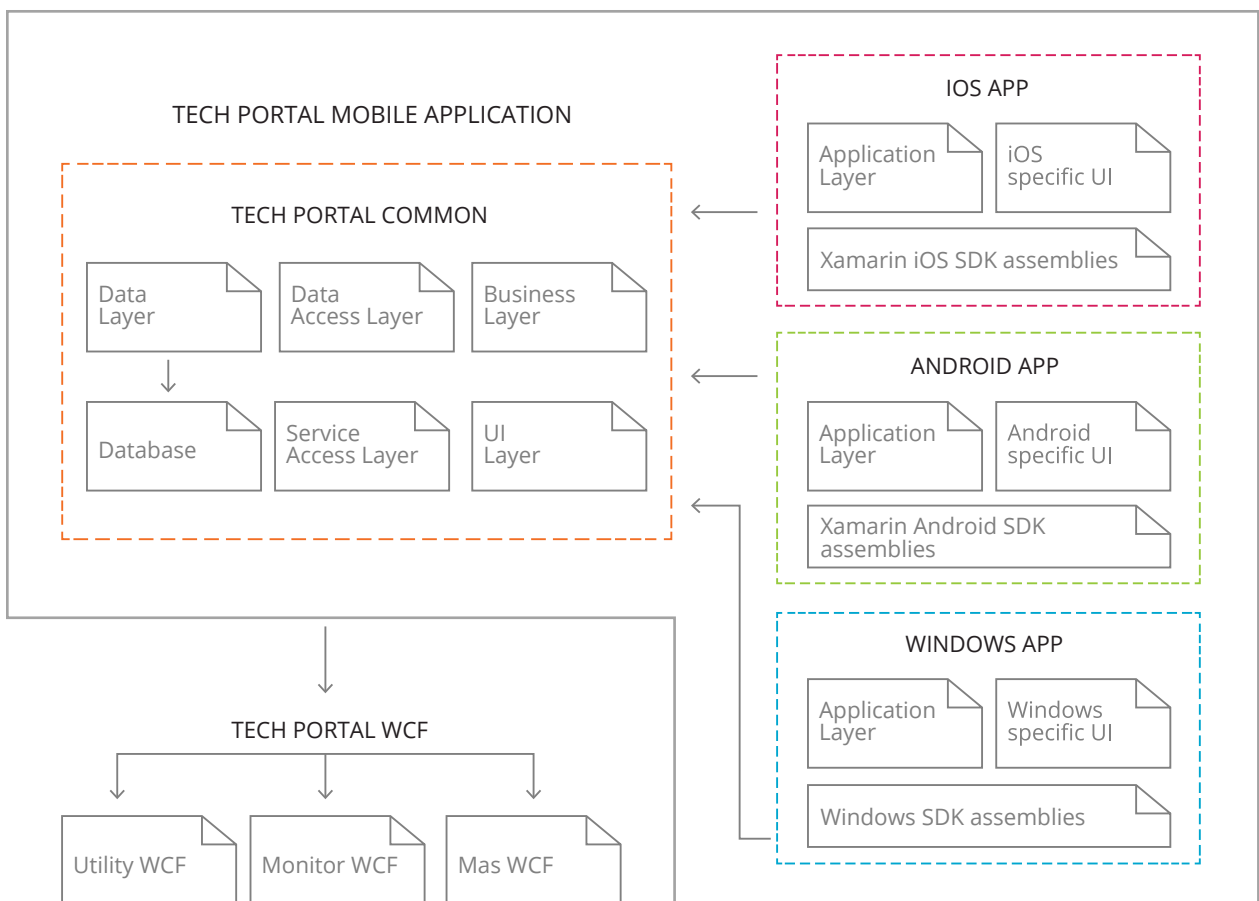
softserve

Business Challenge

The client's stakeholders and SoftServe's technology experts agreed to build the perspective solution using Microsoft's Xamarin – a cross- platform software designed to simplify mobile application development.

To make the application work on multiple mobile platforms, the team employed the Xamarin Forms framework. The project's technology stack included Xamarin Insights and Customized Xamarin Controls frameworks to enable reports generation and electronically sign the work- related documentation. This allowed technicians to build a seamless and efficient process for reporting and distribution in online and offline modes.

Data storage and data transfer features were implemented using high- reliability WCF servers and self-contained embedded database engine SQLite3. The figure on the next page summarizes the technology leveraged to build this solution.



Value Delivered

With substantial experience in mobile apps development, SoftServe leveraged Xamarin to create a multifunctional cross-platform mobile application to improve the company's customer experience. Developed specifically for use by technical support staff, this tool enabled viewing and managing assigned jobs, controlling timecards, tracking time spent on each task, and synchronizing job details in real time, ensuring client information was precise and up-to-date.

The mobile solution delivered by SoftServe was completely customized to meet the client's unique needs and allowed the company to improve its communication processes and operations.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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