



+353 86 385 0363
www.blocworx.com

Case Study: eir – Critical Parts Distribution

Fast, Future-Proof Implementation with Blocworx No-Code Solution for Field Service Engineer Parts Ordering System.



Case Study



eir is a leading fixed, mobile, and broadband telecommunications provider in Ireland, marketing services directly to homes and businesses. Across the nation, field service engineers request parts, need order statuses, and expect timely deliveries.

Challenges

- Service Engineers experienced difficulties communicating with warehouses for stock orders.
- The Legacy App was slow, unreliable, and user-unfriendly
- The system lacked alerts, notifications, or automated controls.
- No live tracking was available for order statuses or stock availability.



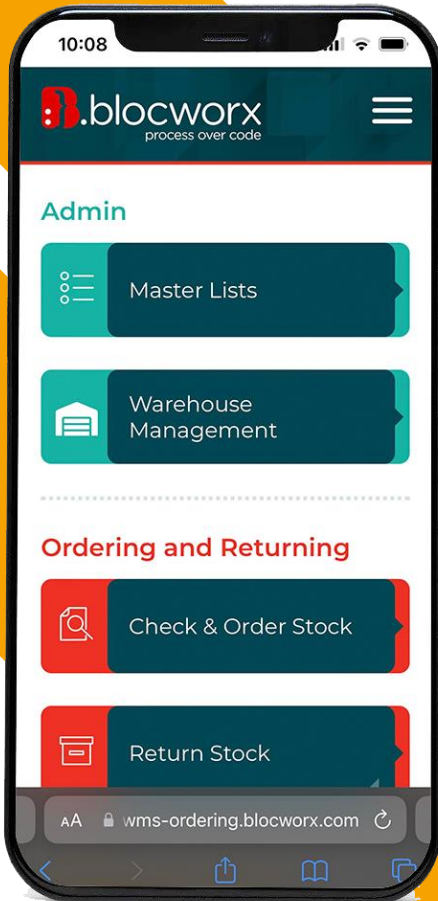


The Goal with Blocworx

Our objective was to facilitate a rapid, efficient, and timely parts ordering system for eir, enabling them to prioritize customer service.

We aimed to leverage Blocworx's No-Code platform to design, test, and implement a robust and reliable parts ordering app within a narrow timeframe.

The app needed to be user-friendly, consistently accessible, and provide real-time updates both within the app and via email.



Parts Ordering System



Our team felt confident in achieving this goal within the stipulated timeframe while acknowledging the inherent challenges.

We promptly gathered requirements, compared them to their existing app, set up their Blocworx instance, and started building—all without requiring a software engineer.

Key requirements included:

User Management: The ability for eir to manage their engineers' details led us to add a bloc for this, preparing it to link with other blocs.



Checking Stock: The engineers needed real-time stock availability updates accessible via their phones.



Ordering Stock: Engineers had to place orders to specific warehouses, with automated email notifications to all relevant parties, and color-coded status visibility for their orders.

Order Fulfillment: Upon order receipt, alerts were sent to the warehouse for acknowledgment (triggering another email alert) and order picking.

Inventory Management: The rest of the app focused on ordering, picking, and shipping, with supportive features like Live Stock Databases, Receiving, Returns, and more.





Outcomes and benefits of Blocworx

- Dramatic improvements in Field Service Engineer Experience
- Enhanced Customer Experience due to fewer delays
- Optimized Stock Management
- Increased Data Accuracy
- eir Portal - Enhanced Visibility and Data Recall
- Scalable, adaptable solution enabling continuous fine-tuning as per eir's requests
- Substantial Cost Reductions
- Rapid Implementation timeframe
- Improved User Experience (UX) due to an easy-to-use, intuitive interface



“Blocworx allowed us to create a platform that met our needs and to evolve according to our needs with a minimum of development time and resources.”

Thomas Dunphy, Devices commercial Manager
at eir



Trusted by



With Blocworx you
can build solutions
without a developer.





**We invite you to utilise the
power of No Code.**

Mark O'Sullivan
Business Development Director



Call Us on

+353 86 385 0363



Website / Mail

mark.osullivan@blocworx.com

