

# CASE STUDY: EASTERN CONTROLS INC.

E.C.I. flourishes with the addition  
of Service Pro by MSI Data

## ABOUT:

### Eastern Controls Inc.

E.C.I. specializes in process control solutions, serving the industrial automation and process control industry since its founding in 1969. E.C.I. is known for providing a wide range of products and services to help its clients optimize their processes, improve efficiency, and ensure regulatory compliance. E.C.I. is headquartered in Edgemont, Pennsylvania.

### Service Pro by MSI Data

Service Pro is an industry-leading equipment-centric field service platform, designed to help users gain visibility and maximize profitability.



***“In adopting Service Pro, Eastern Controls Inc. has successfully transformed its service delivery, overcame operational challenges, and enhanced overall efficiency”.***

**-Kyle Dougherty**  
VP of Service, E.C.I.

## CHALLENGES

**E.C.I. needed a field service solution that could eliminate:**

- Instances of double bookings
- Missed appointments
- Technician overutilization
- Lack of visibility into scheduling
- Inability to track critical KPI's

## SOLUTIONS

To address operational challenges stemming from its service growth, Eastern Controls Inc. sought solutions with Service Pro by MSI Data.

### Double booking of technicians:

Visibility into the dynamic scheduling board provides notifications out to a technician's device and back to the back office.

### Missed appointments causing client frustration:

Now with updated scheduling and mobile synchronization, technicians know where they are going, shortening average time-to-invoice cycles.

### Technician overutilization and service quality concerns:

Scheduling board visuals allow users to see more clearly the times when technicians are booked, eliminating double booking problems. Schedules are then sent to technicians seamlessly.

### General lack of scheduling visibility and control:

E.C.I. can now take advantage of a dedicated scheduling board and work efficiently with features like drag-and-drop sections.

### Inability to track KPIs

Service Pro's Business Intelligence allows for extensive management and measurement of KPIs. E.C.I. can choose their own metrics to track, choose from over 15 visualization options, and gather real-time data.

## RESULTS

With Service Pro, E.C.I. can now keep up with increased service demands and continue to expand and flourish beyond old limits. Before, E.C.I. was not able to identify, track, or improve upon any form of critical metric. With the addition of Service Pro, Eastern Controls Inc. can now select the KPIs they want to monitor and do so with real-time data.