

MediMaint Q&A

Q: What is your budget for this project and for any infrastructure upgrades or monthly server costs?

A: \$50K for the system, \$15k for hardware or \$750/mo for servers. *(not sure what's reasonable)*

Q: When do you need this system operational and your employees trained to use it?

A: I need the company fully transitioned to this new system in 6 months, right before one of my clerks takes maternity leave.

Q: Do you intend to use this program on company desktops/laptops or does it need to be accessible from company or personal mobile phones?

A: Employees and foremen currently communicate via company mobile phones. I want to keep the current phone system and shift the task assignment and reporting to an application.

Q: What mobile platform does your company currently use? How likely are you to change in the future? What desktop OS do you use?

A: We use Android phones and are not likely to change. We use Windows desktop computers.

Q: What data do you need to see on the application "dashboard"? What data would be nice to see?

A: Need to see the number of queued repairs, total time it will take to complete them, any repairs that won't be met within 45 days, % of bonuses we'll collect from eligible repairs, % of penalties we'll pay for eligible repairs. Nice-to-haves include adjustments to the queue forecast due to employees being sick or out on vacation, revenue estimates, and reports on tasks per employee, per company, and per device type.

Q: Do you have an inventory management system established?

A: Not beyond a spreadsheet that my foremen update quarterly. We keep a small stock of common parts per device and order the rest after receiving the device for repair.

Q: Do the warranty reimbursement requests use a standard form or are they different by company?

A: Different for each company for which we provide warranty service.

Q: Are all your employees capable of repairing all the devices you service or do they have specialties?

A: My foremen are capable of repairing all devices. The technicians have a device type or company they specialize in but are capable of repairing all devices at a slower pace than the primary technician (extra time spent referencing the manual and having work double-checked).