



## Transforming systems without disruptions



Originally established in 1956 as Lift Truck Sales & Service Corporation, Hugg & Hall had its beginnings as a small distributor for an industrial forklift manufacturer. Since its purchase in the 1990s by John Hugg and Robert Hall, it has grown to one of the most successful small businesses in the southern

United States. Employing 600+ workers, including 200+ skilled technicians, the company offers industry-leading equipment for sale or rent from Toyota, Bobcat, Crown, Taylor, Doosan, JLG, and other respected brands.

### The challenge

Having expanded substantially in recent years, Hugg & Hall had outgrown its manual, paper-based processes, including field services administration, logistics support, payroll, and other critical workflows. Office procedures and customer service lacked efficiency, and information flow was no longer timely. Lack of real-time information access, along with delays in communication, were negatively impacting customers and employees, and human error was disrupting operations.

With their good name and reputation to uphold, Hugg & Hall needed to implement an integrated, digitalized system to transform outdated workflows into a 21st century, holistic business solution.

### Key issues:



**Inefficient administration and execution of field services and business processes**



**Inadequate support for repairs due to information lag to obtain spare parts**



**Delayed dispatching and poor communication from the field to the office**



**5+ days from work-order completion to invoicing**



**Negative impact on customer and employee experience**



**Xalt takes us way beyond just a digital mobile work order environment. It makes our business systems more interactive and user-friendly in a modern skin. This is huge!"**

**- Chris Shields, Vice President Product Support, Hugg & Hall**



**Xalt, beyond streamlining some of those processes, also creates control. It gives us the ability to control what information we really need and frankly puts the employee in a greater position of success with minimal chance for error.”**

**- Chris Shields, Vice President Product Support, Hugg & Hall**

## The solution

After examining a variety of products, Hugg & Hall selected Hexagon Xalt Solutions to upgrade its business workflows and field operations. Customized for its specific needs, Xalt was used to digitalize the company's manual, paper-based processes, transforming its business systems without disrupting its familiar work environment. The Xalt app auto-populates essential data with every work order, enables status updates with the press of a button, and yields nearly error-free information. It also adds user-friendly, easy access on mobile devices, so real-time communication is seamless from the office to the field. This results in efficient work order completion, faster invoicing, easier business administration, and overall improvement in operations across departments.



### Xalt Solutions' impact:

- Positive impact on **multi-department interactions and data integrity**
- **Faster, more efficient processing** of work orders and other tasks
- **Checks and balances** on every piece of data collected
- Almost **immediate invoicing** and **improved cashflow**
- **Accelerated company growth** without added labor overhead
- Substantially **improved customer and employee experience**

# 1

## Problems

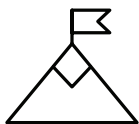
Inefficient administration and execution of field service

Poor support for repairs with parts and timely info

Delayed dispatching and poor communication from the field to the office

Error filled, inefficient paper-based processes

15+ days WO completion to invoice



# 2

## Need

Better dispatching and communication from the field to the office

Digitizing the field process

Needed to improve safety

Needed to be easy for customers to do business with



# 3

## With Xalt Solutions

Digitizing highly manual and paper-based processes; make changes to workflow easily

Making business interaction system user friendly and easily adaptable to work environment

“Business processes are faster, more efficient, accurate, and easier to execute”

Efficiency across multiple departments



To learn more about Xalt Solutions and how we can resolve your most challenging workflow processes, visit us at <http://www.hexagonxalt.com>.