

Infomill Case Study

Company profile

Infomill empowers over 20,000 field service engineers worldwide with technical information vital to their job. From its UK and US offices, Infomill develops intuitive applications and processes technical content for some of the world's leading companies. Clients include British Gas, Baxi, Toyota Industrial Equipment and Hitachi.

Business situation

Cardwave has worked with Infomill since 2005, supporting the company's distribution of technical information. Throughout this time, the volume and complexity of information provided to engineers have increased dramatically as the reliance on flash memory media for rugged field based devices and PDAs has grown.

Technical situation

Typically, content data sets include parts databases, service manuals, schematic drawings and other vital information and tools designed to maximise the efficiency of the time engineers spend installing and servicing sophisticated equipment on-site. It is essential to end users that information is delivered on-time, accurately and securely.

Our solution

Specific activity includes a customisation service that includes labelling the cards with license activation numbers in accordance with Infomill's security policy, as well as the production of many thousands of flash media cards on a regular basis.

Benefits

Cardwave has ensured that extremely complex publication processes are handled efficiently and with a keen eye on service delivery. As a result of Cardwave's thorough approach and expertise, Infomill's end users are able to rely on the content they are provided with.

