



ENTERTAINMENT SERVICES USES EQUIPMENT MANAGER SOFTWARE TO PROVIDE BETTER SERVICE TO ITS CUSTOMERS

CUSTOMER BACKGROUND

Entertainment Services is a worldwide provider of temporary power generation and temperature control equipment for entertainment and concert venues and a wide range of corporate and special events. In addition to providing state-of-the-art equipment, Entertainment Services offers customers fully integrated, value-added services, including planning, technical advice, customized installation, and on-site operation and support personnel.

From their corporate office in Jacksonville, Florida and supporting offices in Orlando, Tampa, Dallas, Los Angeles, Boston, and New Jersey, Entertainment Services provides electric power to anything from a single tent to an entire stadium.

BUSINESS ISSUES

Entertainment Services operates five distribution centers across the country. Each center manages approximately 10-15 different events on a daily basis. These events can range from a movie production to a large multi-city concert tour. This requires a small army of technicians, planner, drivers, and warehouse personnel to coordinate, plan, and execute, the logistics to pick, pack, and configure hundreds of items required for each job. Everything from a power cable to a connector, to a truck size generator needs to be staged, checked out and tracked. In addition, these items must also go through a rigorous inspection process that sometimes requires the tracking and documenting of machine hours and usage data. With an inventory of over 60,000 assets and you can easily begin to appreciate the amount of work and effort required to keep their customers satisfied.

XCELIWARE SOLUTION

The only solution that made sense for Entertainment Services was to track every single item movement from receipt through to the job and back again. The system they selected combines the flexibility of a Microsoft SQL based Equipment Tracking Software package with the power and mobility of bar code scanning technology. Xceliware's Equipment Manager System tracks the movement of over 60,000 assets on a daily basis. The software uses mobile handheld wireless computers to scan and capture critical data points throughout the life of each asset. Among the key features of the system is the software's ability to maintain a history for each asset, create work orders for each job, perform maintenance in house or in the field, and compare inventory levels with sales forecasts for future job requirements.

For more information visit WWW.XCELIWARE.COM



“We’ve been using the Equipment Manager system for many years. It has clearly made significant contributions toward our ability to deliver our products reliably, accurately, and on time.”

Gregory S. Landa
Operations Manager
ESCAT Entertainment Services

