



Eternity Technologies manufacture motive power battery technology powering many different material handling vehicles, or fork lift trucks.

They supply industrial batteries for many different applications for many manufacturers. They also supply many non-OEM parts to replace items that many have failed in the workplace.

The Problem

Vehicle fitters in the field face a huge challenge in identifying the original part due to the harsh conditions within which lead-batteries operate. Part numbers are rarely well seen and sourcing a replacement part can be prone to trial and error. This is both time consuming and extremely expensive.

The Solution

A DigitalInk form was implemented which allowed the fitter to write down the key characteristics of the battery to be replaced. Characteristics such as the overall height, length & width of the battery were noted on the form along with the number of cells and voltage requirements, truck make and model.

DigitalInk then transfers this information back to head office where the key requirements of the battery are interpreted and a replacement battery can be sourced. The replacement recommendation is sent in real-time to the fitter in the field by text message to their mobile phone.

The Benefits

"This solution is so effective that we have achieved significant cost reductions whilst dramatically improving our service levels to our client base.

The Footprint Solutions team designed both the DigitalInk and UNI-Docs Solutions and delivered a one-stop-shop providing a fully automated solution to an age old problem of the battery replacement industry" commented John Egerton, Battery Design Manager at Eternity.

"I must admit, we were sceptical at the outset of the project that the DigitalInk Solution would be reliable so we trialled half a dozen pens and mobile handsets in the field. The Footprint Solutions team were fantastic and the support that we received whilst our engineers familiarised themselves with the solution was second to none.

To our amazement the solution was not just reliable but an absolutely spot-on fit to our requirement and we now operate 100 pens across our field based service engineer team with no difficulties whatsoever".

Philip Cookson, Manager, Field Engineer Operations Team

Call our solution team to discuss your requirements on **01606 818 930** or email sales@digital-ink-solutions.co.uk

ETERNITY Technologies Ltd		Certificate No. 100200/100/200
Tick to START		Test Date: 27/08/10
Customer	400108107	
Customer Site	00000000000000000000	
Location	00000000000000000000	Written Scheme No. 00000000
Customer Order No.	00000000000000000000	ACL Job No.
Process	00000000000000000000	Medium NONE
Equipment ID No.	00000000000000000000	
Test Equipment / Type	AS000	Hydrostatic <input checked="" type="checkbox"/> Hydraulic <input type="checkbox"/>
Test Gauge S.N. / Range	00000000000000000000	0-100 Bar
Test Gauge Reading	00000000000000000000	Unit of Measurement
Tested Gauge Reading	00000000000000000000	20000
Glycerine Filled	Y <input checked="" type="checkbox"/> OR N <input type="checkbox"/>	Material: S/S <input checked="" type="checkbox"/> OR Other <input type="checkbox"/>
Panel Mounted	Y <input checked="" type="checkbox"/> OR N <input type="checkbox"/>	Hole Size M <input type="checkbox"/> OR I <input type="checkbox"/>
Entry:	Bottom <input checked="" type="checkbox"/> OR Back <input type="checkbox"/>	Size 10/10 In
Thread Size	M <input checked="" type="checkbox"/> OR F <input type="checkbox"/>	M <input type="checkbox"/> OR I <input type="checkbox"/>
Face Size	M <input checked="" type="checkbox"/> OR I <input type="checkbox"/>	Size 10/10 In
Lift Pressure: Design	100	Actual 200 Re-Adjusted 300 BAR <input checked="" type="checkbox"/> PSI <input type="checkbox"/>
Thread Entry	M <input checked="" type="checkbox"/> OR F <input type="checkbox"/>	Size 10/10 In Manual Lift Test Y <input checked="" type="checkbox"/> OR N <input type="checkbox"/>
Exhaust Thread	M <input checked="" type="checkbox"/> OR F <input type="checkbox"/>	Size 10/10 In Exhaust to Atmosphere Y <input checked="" type="checkbox"/> OR N <input type="checkbox"/>
Comments		
No PROBLEMS		
Test Engineers Name	Test Engineers Signature	
00000000000000000000	<i>[Signature]</i>	
Tick to SEND		

