Hudson Kapel Ltd

Hudson Kapel and Unwired: from pen and carbon paper to cutting-edge mobile technology

A single device enables field operatives to collect vehicle details, damage assessment data with digital images, and wirelessly send the data to a server. Reports are then almost instantly available to the client.

Hudson Kapel is one of the UK's leading vehicle inspection companies. They aim to be constantly ahead of the competition, providing clients with the best possible service and to do this they employ the latest in technology to give them that edge in vehicle inspection.

Using Unwired Solutions, "Pocket Appraise" handheld software, vehicle inspection reports are captured easily. It enables inspectors to take photographs of damage, take notes, capture signatures, print off summary reports and send off the completed inspections directly to the server, all from one neat handheld device. The application data and a vehicle pricing matrix are controlled from a central server enabling the system to be easily modified to reflect the company's ever-changing requirements.

Using the new device enables Hudson Kapel to deliver faster, more accurate and cost effective inspections and reporting. First, appointments are scheduled by office staff on a central system and each inspector is assigned a number of jobs, which are wirelessly sent to their device. Each inspector performs their job, filling out the vehicle details and damages and taking pictures, if

needed. This provided their clients unequivocal proof (removed subjectivity of inspections) of damage using digital images, meaning fewer rejections and queries of rectification charges.

Scheduling Appointments	Inspect Vehicles	Transmit Vehicle Data	Web Reporting
Contact drivers by telephone, email or mail	Professional inspectors	Data is transmitted using mobile technology (GSM/GPRS)	Information available 24/7 from any internet ready computer
Liase & coordinate transport companies	Monthly workshops held to maintain consistency	New jobs transmitted to inspectors	Tailored Management reports
Schedule inspections	Fully costed inspections	Completed jobs transmitted to main server	Ability to export data to own systems
	National coverage		

"By using an all-in-one solution, clients have been provided with a great service and profitability has greatly improved. Pocket Appraise is an integrated, easily tailored solution for growth-minded vehicle inspection companies.", Simon Withey, Director, Hudson Kapel Group

Once the inspections are complete, all the inspection data, digital signatures signatures and photographs are wirelessly sent back to a head office and made instantly available to clients via the Internet. Built-in redundancy means completed inspections are never lost. Lastly, the collated server data is used to produce reports enabling their clients to views the inspection results on live web pages, complete with photographs and pricing.

Presently, inspectors are mainly using an iPAQ PocketPC device along with an integrated digital camera. The next phase of the project will use Dell Axim Pocket PC's with a new style digital camera using a built-in flash, which enables pictures to continue to be taken during early winter nights or in poorly lit warehouse locations.

So far the system has processed over 40,000 inspections to date. With the latest enhancements, Hudson Kapel aim to stay on step ahead of the game and with the latest handheld developments from Unwired, a successful future lies ahead.