



OmniLift is a full-service material handling leader serving the Delaware and Lehigh Valleys for over 50 years. As an authorized dealer for Crown and Komatsu, they partnered with Tinnacity to digitize their field service operations and accelerate their billing cycle.

## Challenges

### Lost Billing Opportunity:

Technicians traveled back to the office to hand-deliver work orders, sacrificing billable field time.

### Paper Mountains:

Work orders were entirely paper-based, requiring manual sorting and filing.

### Dispatch Blind Spots:

Dispatchers lacked real-time visibility into technician status throughout the day.



Tinnacity's mobile solution is the perfect fit for our service team. From the moment a customer places a call until we process an invoice, **Tinnacity ensures optimal tech performance and management reporting accuracy.**

- Gina Coyle, Sr. Vice President



## Solutions



**Instant Invoicing:** The ability to invoice as soon as a digital signature is captured on-site.



**Paperless Servers:** Work orders arrive directly as PDFs, eliminating manual paperwork and filing mounds.



**Real-Time Tracking:** Provides dispatchers with a clear understanding of exactly what technicians are working on throughout the day.



**Increased Producing Time:** Keeps technicians in the field producing rather than driving to the office to drop off paperwork.

Ready to streamline your operations? Visit us today at [Tinnacity.com](https://www.tinnacity.com)