

## CUSTOMER EXPERIENCE

# Headland Machinery



### ABOUT HEADLAND

Headland Machinery distribute specialist machining tools within Australia & New Zealand; including sheet metal, CNC machine tools, waterjet, fabrication and storage.

A strong family business, Headland has over 60 years' experience in the manufacturing and wholesaling distribution industries.

### FIELD SERVICE STAFF

25+

### INDUSTRY

Manufacturing & Wholesale Distribution

### LOCATION

Victoria, NSW, WA & Queensland

### ENTITY TYPE

Private Company



## Business Challenges

Prior to using NextService, Headland Machinery struggled with more than half a dozen on-premise applications that made it difficult to manage service calls, billing and inventory across three warehouses. Headland also lacked a way to manage remote field staff across Australia and New Zealand.

### This caused:

- Lack of inventory visibility.
- Duplication of administration tasks.
- Delays in reporting.

**“NextService has really helped us increase the utilisation and efficiency of our engineers as they now have the ability to know where all resources are at any given time”**

Richard Kloe - Managing Director



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**NextService.**<sup>TM</sup>  
Field Mobility



## Business Outcomes

Headland implemented NextService to manage the scheduling and in-field data capture by 25+ technicians.

Headland Machinery has seen significant improvement with NextService by having a single view of the customer and real-time analytics & KPI reporting via dashboards. They saw a huge reduction in administration costs due to elimination of duplicated data entry and automated workflows within field service.

Headland found that having one system eliminated multiple handling and data manipulation, and having a change in work practices such as invoicing in the field rapidly sped up their process.

Since implementing NextService, Headland have seen improved customer satisfaction due to enhanced communication, including automated emails with job details, escalations and reporting.

Furthermore, Headland saw a 98% reduction in lost stock and tools alongside the adherence to mandatory compliance requirements, with all paperwork eradicated.

**“Headland Machinery increased utilisation and efficiencies with NextService. The platform has really helped us increase the utilisation and efficiency of our engineers as they now have the ability to know where all resources are at any given time”**

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**“Field personal have a complete visibility of customers in real-time, enabling them to service better to their requirements.”**

Richard Kloe, Managing Director, Headland Machinery.

With NextService, forms are filled out on the mobile app and stored within the NextService NetSuite account, providing easy access for all users.



**98% reduction in lost stock and tools.**



**100% adherence to compliance requirements.**



**All paperwork was eradicated.**