



## Wireless Technology Provides Lots of Bang for the Buck to Chicago Backflow

Wireless business software has demonstrated the ability to provide users with significant savings in time and capital. These efficiencies were once the exclusive domain of the Fortune 500 club; it is no longer the case.

Advancements and wider use of wireless technology has brought the cost well within the reach of smaller companies and can provide smaller businesses with a reasonable payback over a very short amortization period.

Chicago Backflow Inc. has 50 employees and specializes in the testing of tens of thousands of backflow assemblies each year and also does repair work and installations.

A backflow assembly is a specialty valve that protects the drinking water supply from various sources of contamination. The valves are mandated by the U.S. EPA Clean Water Act.

Before wireless, tracking and performing annual certifications, scheduling and record keeping used to be a cost intensive process. By integrating a new wireless technology developed by JumpStart Wireless Corp. of Delray Beach, Florida, Chicago Backflow has been able to increase productivity and security in both their administrative departments and their field operations. They have also been able to maintain the exceptional quality assurance levels of their record keeping process, particularly vital to public health and safety.

JumpStart Wireless software systems connects BlackBerry wireless PDAs carried by Chicago Backflow's field inspectors directly to their internal servers. JumpStart uses artificial intelligence technology to reduce operating costs and to simplify complex customized wireless applications.

Chicago Backflow has been provided the precise functions they require to meet the quality assurance and efficiencies needed to meet exacting Government regulations and to offer reasonable prices in an increasingly competitive marketplace. They were able to accomplish all of their objectives at a fraction of the cost of traditional wireless approaches that are available.

"We now possess the ability to communicate digitally with our field staff and have eliminated extreme levels of paper flow and duplication," according to Mike Eisenhauer, Owner and Officer of Chicago Blackflow Inc.

Schedules are transmitted hourly from Chicago Backflow's headquarters to their field inspectors via Blackberries.

According to Mrs. Katie Rager, Chicago Backflow's Operations Manager, "prior to utilizing the JumpStart software system, our office staff faxed work orders to the homes of the inspectors and the inspectors returned all of the test data paperwork via fax to the office. That required a clerk to input the data into our previous data management software.

"Now the schedule and all required information is sent to our inspectors via BlackBerry, our field inspectors then conduct the required test, enter test values and all other required information onto their Blackberries and transmit that information back to the office's management software where it is instantly processed".

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Mr. Eisenhower estimates that Chicago Backflow is saving \$300,000 per year, through various efficiencies and being able to generate new sales without adding additional staff. "The payback on our JumpStart system was a matter of days and had a positive 30 times return on investment in the first year. What an excellent investment!"

Chicago Backflow utilizes the T-Mobile Wireless Network with BlackBerry mobile phones. However, the Jumpstart Wireless works on any wireless network with any programmable cell phone or PDA.

JumpStart's custom software installs in minutes, wirelessly, on each phone. The training of the mobile workers takes about an hour. "It is like playing with a game boy," stated one of Chicago Backflow's inspectors.

JumpStart's artificial intelligence technology allows for simple, obvious screens, closely resembling familiar paper forms, but without the expensive handling.

After an initial \$7,000 set up fee for Chicago Backflow's customized backflow inspection forms, JumpStart Wireless is only costing an additional \$35 per month per field inspector.



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