

CUSTOMER EXPERIENCE

Gallay Medical



ABOUT GALLAY MEDICAL

Gallay supply medical and scientific equipment from a head office in Melbourne and satellite offices in Sydney and Brisbane.

Gallay also run a team of over 40 Field Engineers (Australia & NZ) who provide an array of field services ranging from project management to repairs and maintenance.

FIELD SERVICE STAFF

40+

INDUSTRY

Medical & Scientific
Maintenance

LOCATION

Victoria, Australia

ENTITY TYPE

Private Company



Business Challenges

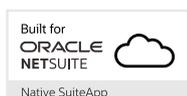
Gallay operated using several systems to manage their business, resulting in a significant amount of double handling and duplicated data entry, along with delays in the processing of data and information.

Gallay implemented NetSuite and NextService with these objectives:

- Removal of paper based processes.
- Reduce double handling and associated risks.
- Improve the recording of and access to historical information on machines and their services.
- Capture and process data in real-time.
- Report on the financial costs and profitability of projects and services undertaken by the company.

“The decision to go with NextService was easy. The biggest draw-card for us was their Field Service Management solution built inside the NetSuite platform”

Chris Vat - Operations Manager



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NextService.TM
Field Mobility



Business Outcomes

One of the core company values of Gallay is quality and a “customer first focus”. While using a number of systems, Gallay’s “customer first” approach became secondary; time was prioritised on ensuring the business ran smoothly. Gallay Operations Manager Chris Vat explains that with the implementation of NextService, it will mean systems are streamlined with a vast improvement in customer care.

One of Gallay’s main business requirements was a field service management solution. Selecting NextService was a key factor in Gallay’s decision making process. They required their field service solution to be in-built with NetSuite instead of having multiple disparate systems.

“The decision to go with NextService was easy. The biggest draw-card for us was their Field Service Management solution built inside the NetSuite platform, giving the business a 360-degree view of our customers across the entire business.” Chris says.

Our previous systems were quite manual and we had no service management capability beyond spreadsheets and manual processes.

“With NextService, we now have one system that will not only give us visibility over our entire business but allow us to schedule our technicians with more efficiency”

Chris Vat - Operations Manager



Stopped working with disparate systems.



100% reduction in paper usage.



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