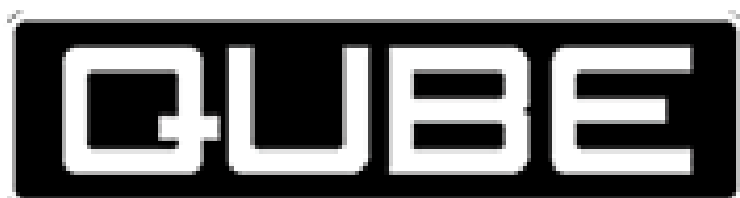**A Fieldproxy Case Study**

QUBE

" Qube Cinema to bring more efficiency into their existing processes and partnering with Fieldproxy"

About The Company

Qube Cinema is a renowned leader in the realm of end-to-end digital cinema technology and solutions. Leveraging decades of experience within the cinema industry, Qube Cinema offers a comprehensive digital ecosystem that seamlessly connects exhibitors, filmmakers, and post-production entities.

The company prides itself on delivering DCI compliant products that boast flexibility, reliability, and cost-effectiveness.

The Qube product line has gained worldwide recognition, evident by its presence in approximately 7,000 installations across 48 countries. Domestically, Qube Cinema has made an indelible mark by facilitating digital cinema operations in over 4,000 cinema screens across India, which constitutes an impressive 42% of the entire Indian screen landscape.

Obstacles In Qube Cinema's Growth Plans

Amidst its remarkable achievements, Qube Cinema faced certain challenges that hindered its growth trajectory:

Inspection Process

Technicians from Qube Cinema were tasked with travelling to different movie theatres to perform routine checks on the displays and adverts there. This procedure required a lot of time and frequently resulted in delays when addressing problems.

Inefficient Issue Resolution

Technicians, upon discovering problems while conducting inspections, were required to manually phone or write down problems on paper and then either assign work to other people or sometimes assign themselves to solve the problems. This procedure resulted in confusion, delays, and even duplication of effort on occasion.

Offline Data Capture

the utilisation of manual methods for the collecting of data The loss of some papers caused complications for the technicians who were working in regions with spotty or no internet connectivity while taking notes on various online documents. As a consequence of this, data updates were frequently either delayed or left incomplete.

Lack of Communication

Due to the absence of any kind of notice The higher authorities are unaware of what is taking place on the field. Technicians are required to contact the boss to obtain permission before beginning work.Because of this, the process of making decisions and solving problems was slowed down.

How Fieldproxy Revolutionized Qube Cinema's Operations

Qube Cinema's journey towards enhanced operational efficiency and seamless issue resolution found a powerful ally in Fieldproxy's innovative solutions:

## Ticket Management: Streamlining Processes and Boosting Efficiency

The implementation of Fieldproxy's mobile app brought a transformative change to Qube Cinema's operations. Previously, technicians had to rely on manual methods for creating tickets and assigning tasks, leading to potential errors, confusion, and time wastage.

After implement with Fieldproxy, this process underwent a revolutionary shift. Technicians gained the ability to create tickets directly within the app, specifying the nature of the issue and its location.

The automated ticket assignment system then took center stage. Fieldproxy's AI matched each ticket to the appropriate technician based on their expertise and availability. This automation eliminated the need for time-consuming manual input and reduced the risk of human error.

As a result, technicians could focus more on addressing issues and less on administrative tasks, significantly boosting overall operational efficiency.
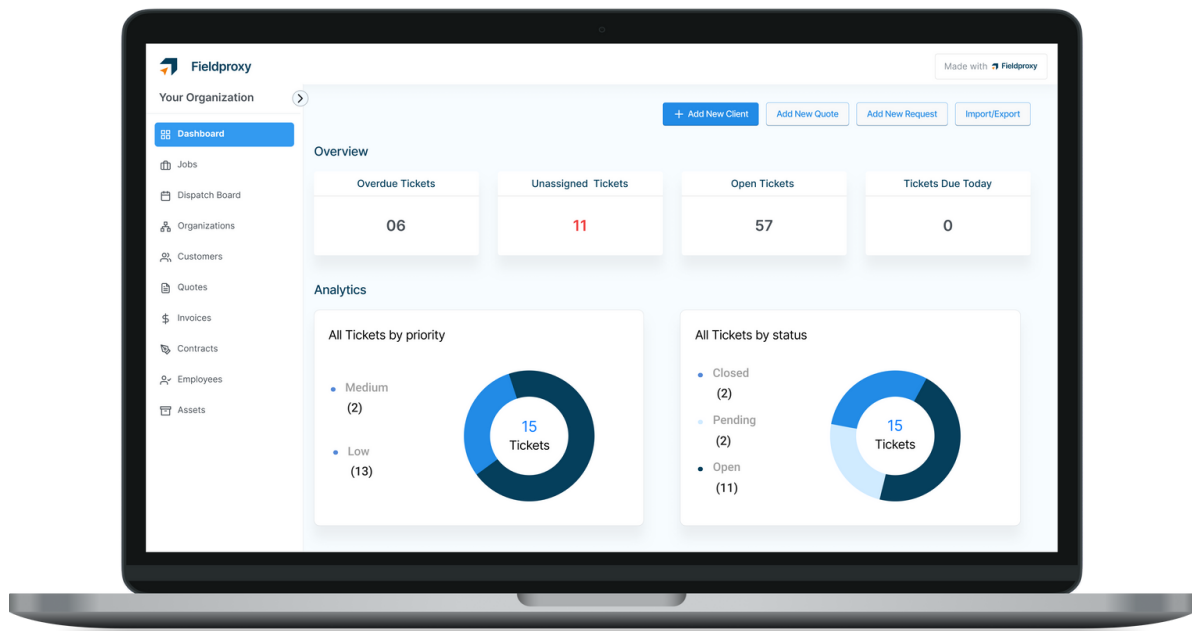
Self-Ticket Assignment: Empowering Technicians for Swift Resolutions

Fieldproxy's self-ticket assignment feature empowered technicians in a new and impactful way. In situations where technicians identified issues during their inspections, they could take ownership of the ticket themselves. This feature not only expedited the process of issue resolution but also fostered a sense of accountability among the technical team.

With the ability to assign themselves to tickets, technicians could immediately take charge of the problem and work towards its resolution. This self-driven approach not only streamlined the workflow but also improved communication between the field and the management, as updates and progress were seamlessly integrated into the system.

Offline Mode Capture: Uninterrupted Data Collection in Any Environment

One of the standout features of Fieldproxy that truly revolutionized Qube Cinema's operations was the offline mode capture functionality. Many cinema theaters are located in areas with limited or unreliable internet connectivity. In such scenarios, traditional methods of data capture suffered, leading to delays and incomplete information.

Fieldproxy addressed this challenge by enabling technicians to continue their data collection tasks even in offline environments. The app allowed them to record crucial information, observations, and task details without needing an active internet connection. Once they were back in an area with a stable connection, the app seamlessly synchronized the offline data with the central system, ensuring that no information was lost or delayed.

Instant Notification: Real-Time Communication for Rapid Decision-Making

Communication gaps and delays in decision-making were some of the challenges Qube Cinema aimed to overcome. Fieldproxy's integration of an email trigger system played a pivotal role in achieving this objective. When technicians assigned themselves to tickets or completed tasks, the system triggered real-time email notifications to higher authorities.

This instant notification mechanism enabled the management team to stay informed about the progress, resolutions, and challenges faced in the field. Consequently, decision-making became more agile, and approvals for issue resolutions could be expedited. The reduction in communication lag had a cascading effect on the entire operational process, leading to enhanced overall efficiency.

Reporting and Analytics: Illuminating Insights for Informed Decision-Making

With Fieldproxy's robust reporting and analytics tools, Qube Cinema gained a holistic view of its field operations. Technicians' activities, ticket statuses, issue resolutions, and response times were all captured and organized in a centralized platform. This wealth of data enabled the management to generate detailed reports and visualize key performance metrics.

Conclusion

The partnership between Qube Cinema and Fieldproxy stands as a prime example of how innovative technology can reshape traditional operations for the better. Through the implementation of Fieldproxy's advanced features, Qube Cinema not only addressed its growth challenges but also elevated its operational efficiency, communication, and customer satisfaction.

This collaboration serves as a testament to Qube Cinema's commitment to embracing cutting-edge solutions and shaping the future of digital cinema technology with excellence.

Fieldproxy

Fieldproxy Could Be the right fit for your business

We look forward to having a great relationship with you.

There are tons of More free Tools and resources on the fieldproxy website. Click here to access them now

On the fence? Click here to get in touch with us, or write to sales@fieldproxy.com and we will help solve any queries you've got.