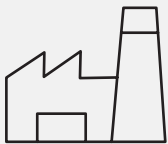




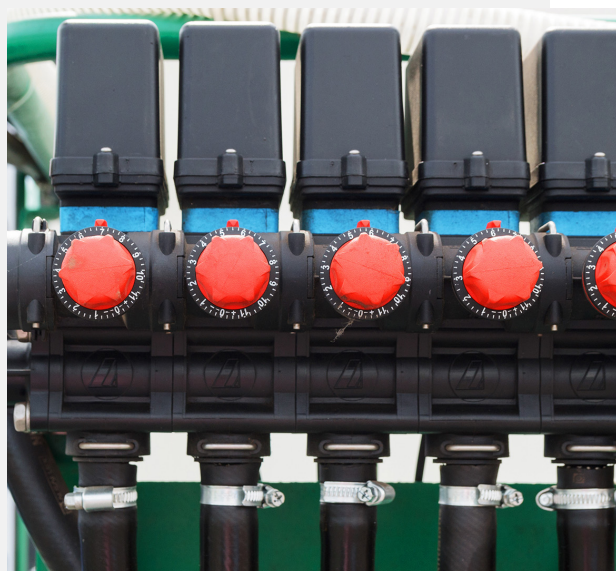
EDHD

EDHD is a hydro-maintenance company, specialised in industrial and mobile hydraulics, pump, engine and cylinder repairs. EDHD also has a research department.

<https://www.edhd-hydro.com>



INDUSTRY



"WE WERE LOOKING FOR STURDY PHONES."

THE CHALLENGE

Remind us what the challenge of your industry is?

We work in a highly industrial environment: dirt, dust, grease, water and humidity are a part of our everyday life.

What solution were you looking for?

We were already equipped with feature phones that were definitely resistant but had limited features: no touch screen or internet access. We needed to make the switch to smartphones to adapt to the everyday life of our technicians.

So why a smartphone?

Our technicians are on call all day long. They needed access to a GPS function and web browsing, which is really useful for diagnosing faults and looking for spare parts in real time.

THE CROSSCALL SOLUTION

And why did you choose Crosscall solutions?

For the resistance. Our technicians have their phones with them throughout the day and for all their call-outs. Our customers are manufacturers. The technicians are required to work on hydraulic pumps which are sometimes quite difficult to access. So they need their mobile phone to provide light and take photos.



ACTION-X3

“Dust, grease, water and humidity are a part of our everyday life”



X-DOCK

What is the advantage of our products?

It is an essential tool to assist them with costing and it even works with gloves on!

What products did you choose?

*The first product was the **TREKKER-MICORE**.*

*We are now upgrading to the **ACTION-X3** and an accessory that's being trialled; the **X-DOCK (X-LINK)** charging station.*

How did your employees take to it?

Very well and what's more, I know some who have bought a Crosscall phone for personal use too.

They are happy to have a mobile phone in what is a very hostile environment.

What is the next stage in your development?

We now want to support professional apps, especially for taking call-out notes and the writing of reports.

*Testimonial of Nicolas Buckman,
Administrative and Financial Manager*

