

Joint Press Release by Hitachi and INAX dated January 22nd, 2008
INAX adopts Hitachi's Digital Pen Solution in an estimate system

Since November 2007, INAX has phased in an estimate-system incorporating Hitachi's DP solution for bathroom fixtures.

As fifty showrooms verified that efficiency of work has been improved, INAX plans to start a full-scale installation of this system from April 2008 also for kitchen fixtures.

When a customer visits INAX showroom, a showroom advisor fills in the product information, planning and proposal.

The advisor used to have to input data to PC manually to calculate estimated costs after a customer left the showroom,

then its estimate was sent to a customer on or after next day.

For that reason, a customer could not confirm estimated costs while he/she is in the showroom.

Such a way causes customers inconvenience and also data-entry is a burden to a showroom advisor.

Now a showroom advisor fills out the form with a digital pen whilst explaining about the products to customers.

Upon ticking SEND box, the product information (e.g. color, size, option) written on the form is sent to the server via a Bluetooth mobile phone.

An estimate is automatically calculated and can be provided customers on site together with a proposal/planning.

That would be useful to customers when they make a decision.

(To manage customers data, customers also fill out questionnaires with a digital pen.)

The DP solution results in reducing data-process time, errors and waiting time, and improves service quality/customers satisfaction.