



# DesignSense Technologies Enables Enterprise Field Engineers to Manage & Conquer Projects with Real-Time Chat Messaging

**80%**

Field engineers no longer requiring hands-on training

**TRANSFORMED COMMUNICATION**

For field engineers in the enterprise space, improving workflow and retention

**LAUNCHED AYOGA**

Their flagship digital product to amazing success.

## OVERVIEW

A software tech company based in India with Asia Pacific locations, wanted to reduce the cost and complexity of field engineering. They quickly discovered gaps in communication for field engineers, leading to the creation of their flagship digital product, designed to assist field engineers in collaboration and cooperation. Applozic helped them reach and connect their audience with real-time chat.

## BACKGROUND

DesignSense Technologies is a software development company based in Bengaluru, India, and worldwide.

They focus on creating products that help the enterprise field engineer space, equipping engineers with solutions that help organize and streamline their work. With their flagship digital product, Ayoga, DesignSense aimed to simplify project management for field engineers in the ever-growing enterprise space, helping them reliably plan and streamline work. Applozic teamed up with DesignSense to bring this product to life, with glowing results.



## THE CHALLENGE

### Enable field engineers to work smarter, not harder, with streamlined communication and project management

DesignSense has an overarching passion for helping field engineers excel in their work without sacrificing what they love about their job. In the enterprise space, this is especially important, since many engineers have a difficult time managing projects in a largely populated space.

Most solutions are outrageously expensive, and don't take into account the common needs of a field engineer, and what they accomplish in their day-to-day lives.

Interestingly, the team behind DesignSense found that most field engineers were using apps like WhatsApp for collaboration with stakeholders, on top of dealing with training manuals and lacking accessibility to expert guidance. This was the inspiration for DesignSense to create their signature cloud-based product, Ayoga.

Ayoga, a simple-to-use project management tool for field engineers, operates as a communication platform accessible through web, mobile, and desktop.

Additionally, Ayoga allows users to integrate features, plan their projects the way they want (and how), streamline planned and unplanned work, centralize project communication, and keep factors in one place, so that engineers can make impactful decisions based on their consolidated findings.

To make this product the game-changing tool it is for enterprise field engineers, DesignSense needed a chat platform that could help them create a flexible messaging system that scaled with their digital product.

Their answer: to outsource their incredible ideas and innovative mission to Applozic.

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Aplozic Messaging solutions helped us provide a secure communication platform to our customers. Their support during integration made us choose them over other providers.



Arumuga Nainar

Co-Founder & Managing Director

## THE SOLUTION

### Collaborating to build and ship real-time chat for enterprise field engineer communication platform, Ayoga

Arumuga Nainar, co-founder and managing director of DesignSense, remarks that finding a flexible and multifaceted chat solution was mandatory to make Ayoga's launch successful.

He understood the necessity of real-time messaging, and what it could do for remote workforce management. He and his team were already investigating how instant messaging – an integral element of enterprise communication – could help with project mobility.

The implementation of real-time chat messaging, in Arumuga's eyes, would give field engineers the tools they need to make training materials, project management and collaboration, and general communication between parties much more efficient.

This was the primary stepping-stone for Arumuga to take Aplozic Chat SDK, and use the software to create their Ayoga product.

With Ayoga, DesignSense has been able to:

- Enable collaboration, better communication and streamlined chat messaging between field engineers at the enterprise level
- Feed relevant information based on custom search queries
- Simultaneously updates users across the app, all through one central repository
- Provide speedy integration capabilities to allow for broader growth and adaptation
- Familiar chat interface draws further engagement and engineer team growth

The results have led to significant growth for the Ayoga ActBOT, and allowed DesignSense to acquire valuable information and insights for future product development.



## THE RESULTS

Streamlined project management for enterprise field engineers, better communication mobility, and increased productivity for users across all app interactions

Months after first integrating the Applozic Chat SDK into Ayoga ActBOT, Arumuga was thrilled with the results of his product's new, flexible chat solution.

It was extremely effective for him and his team as well, since the jump from their previous platform to a new mobile-based app was seamless for users, and easy to understand.

Additionally, he found that Applozic synced, upgraded, and scaled smoothly with the Ayoga product with each update, making it a solution he could trust for a longer period of time after initial usage.

To date, DesignSense's Ayoga ActBOT has successfully made project management, collaboration, and overall communication swimmingly easy for field engineers in the enterprise space, and are only continuing to grow.

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Discover how you can build deeper connections between your brand and users with our customizable, flexible, and scalable Chat, Video & Voice SDKs.

Schedule a personalized demo with us at [www.applozic.com](http://www.applozic.com)