

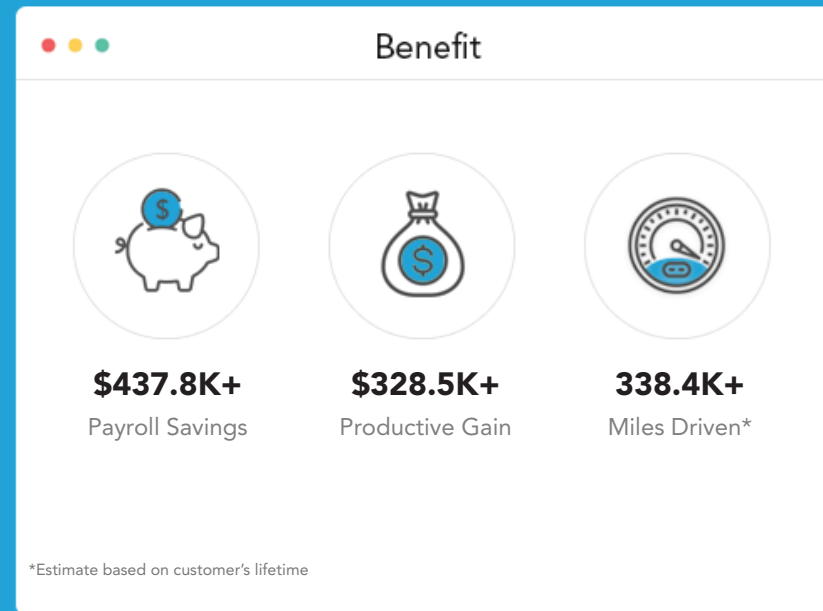


Activate Your Trial

Health Care staffing company case study

Company Profile

A leading full-service staffing solutions provider throughout the Midwest and East Coast in Information Technology, Engineering, Health care, Accounting/Finance, and Professional Services. Arrow recruits and manages a team of caregivers on behalf of their Healthcare Insurance clients and needed a service to help comply with the HHS / ACA regulations.

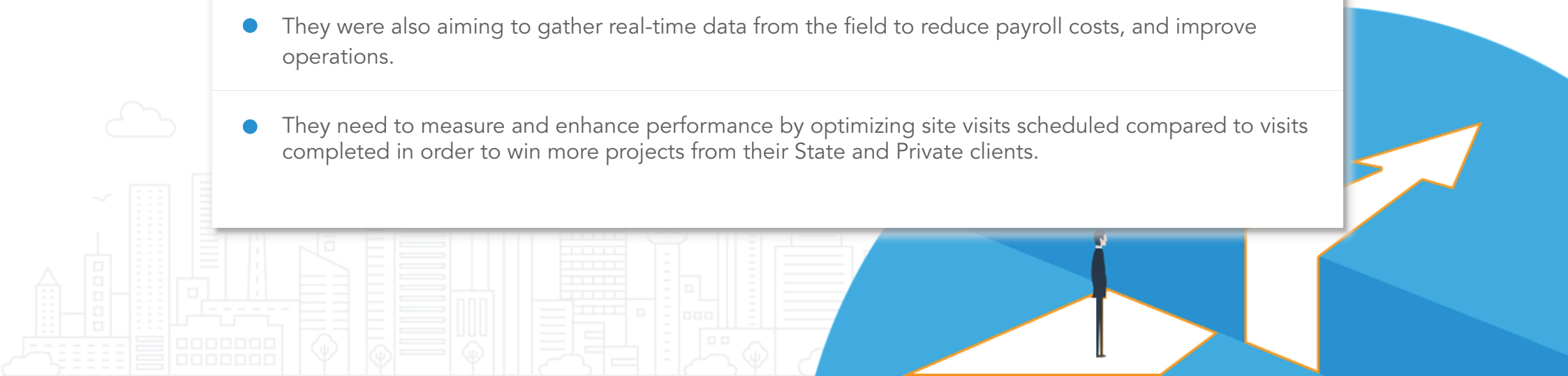


Business Challenge

They recruits and manages a team of caregivers on behalf of their Healthcare Insurance clients and needed a service to help comply with the HHS / ACA regulations. The company was looking for a solution that could allow caregivers to log their time and field activities in real-time and send updates via their mobile devices. The caregivers are required to visit certain areas where their safety could be a concern.

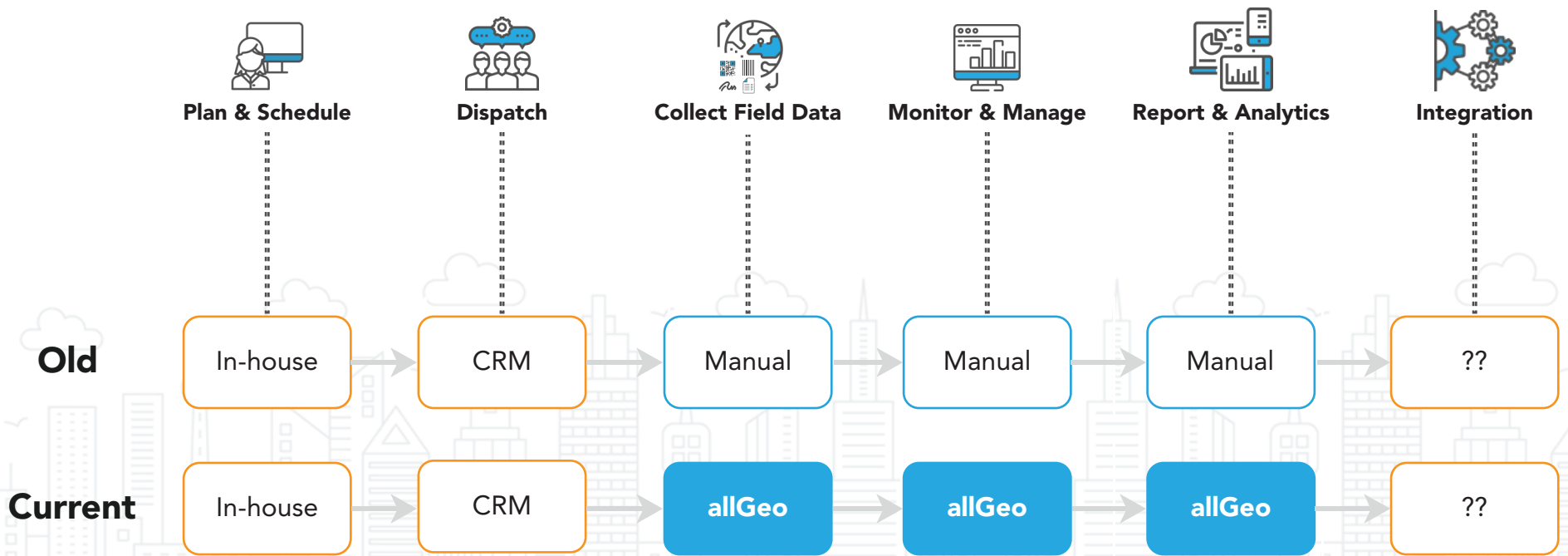
In order to address this challenge, the company needed to know where the employee was at any given time during patient visits and have periodic safety checks and exception monitoring alerts in place.

- They were also aiming to gather real-time data from the field to reduce payroll costs, and improve operations.
- They need to measure and enhance performance by optimizing site visits scheduled compared to visits completed in order to win more projects from their State and Private clients.



Business Solution

allGeo implemented and deployed a highly customized SaaS and mobile phone solution in a matter of days. The solution includes a customized field service EVV app on the caregiver's phones with workflow-specific labels: Start Day, Start Patient Visit, End Patient Visit, End Day, Break - allowing caregivers to record activities in real-time. On top of recording these pre-defined stages, the RN / Caregiver could also attach geotagged notes at the job site using a field service inspection app. This was combined with a rules-based Messaging service where the system would periodically send out 'is all ok?' alerts and automatically process incoming responses to detect any exceptions (i.e. missed replies)





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The old workflow

Before allGeo (used to be myGeoTracking), They used In-house CRM, healthcare daily task scheduling, and paper forms to record and manage patient visit information and MaaS360® for mobile device management. Amidst all the software availability and advanced workflows, They still felt the need to better optimize their field operations even further with a solution that could allow caregivers to log their field activities in real-time, send updates via their mobile devices, and monitor their visits in certain areas where their safety could be a concern. In other words, they were looking for more automation in several areas of their field service workflow.

The current workflow

allGeo implemented and deployed a highly customized SaaS and mobile phone solution in a matter of days. They uses allGeo to record and monitor caregiver's visit at job sites, mobile forms for collecting useful data/patient information from the job site to keep an audit record for SLA, proof-of-service, and compliance purposes. On top of recording these pre-defined stages, the RN / Caregiver could also attach geotagged notes about their visit with the help of the field service inspection app. Caregivers could also log their visit information from the field including plans of care and enrollment information etc., by filling out customized mobile forms on their app.

Through allGeo's Field Service Safety suite, They ensures the safety of their lone workers through a rules-based Messaging service where the system periodically sends out 'is all ok?' alerts and automatically processes incoming responses to detect any exceptions (i.e. missed replies). Plus, caregivers can manually trigger a safety alarm via the app or the organization can set up a preset custom multi-level threat escalation channel, including up to the local 911.

Software Stack

Tools



Track

Schedule location tracking with Geofence, Rules, Alerts, and Privacy Controls



Time Clock

Geofence-based attendance logging. Late & 'Not Checked-in' alerts. Weekly payroll reports



Field Data

Monitor and ensure caregivers' safety while they are at the clients' home. Caregivers can manually trigger a safety alarm via the app. The system can also be setup to perform periodic safety checks using smart safety workflows. Or setup a custom multi-level threat escalation channel, including up to the local 911.

Integration



Yardi

allGeo platform can integrate with ERP systems to pull Employees' Daily Schedule, Tasks & Work Orders on-demand. Schedule activities can be verified in real-time for site presence, duration and exceptions.



Paycom

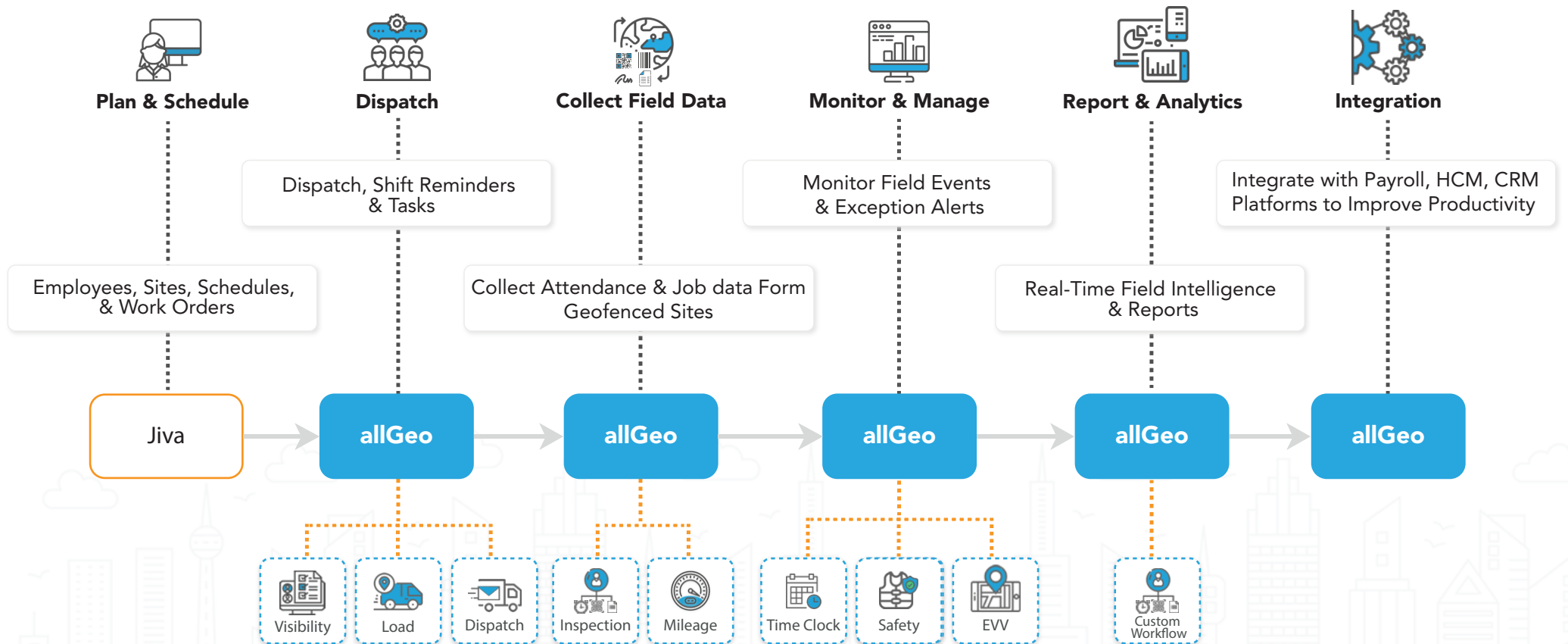
The system sends Paycom friendly payroll reports to automate payroll processing.



Realpage

allGeo platform can integrate with ERP systems to pull Employees' Daily Schedule, Tasks & Work Orders on-demand. Schedule activities can be verified in real-time for site presence, duration and exceptions.

Future of Field Service Workflow





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The future workflow

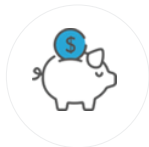
They currently uses Jiva and allGeo a big chunk of their field service operations but one key area that remains to be automated is the ability to pull schedules and plans directly from Jiva and automatically translate that into assignments to field employees and messages to each employee regarding their daily schedules. This part of the workflow is currently being done manually making it both inefficient and error-prone. Integrating allGeo with Jiva to automate this function will make the front-end of the workflow seamless.

The second part of the workflow that can be automated is the movement of field information directly into the back-end payroll and HR systems. This can also be automated via allGeo integration with those systems.

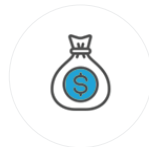


Business Benefits

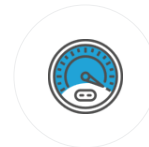
- Highly customized rules & alerts based on real-world events
- Improved employee accountability and productivity
- Improved payroll management with significant reductions in payroll costs
- Visualize mobile personnel and job sites in real time to help with Operational decision making
- No training or learning curve hassles for the crew members, 'zero-touch' solution



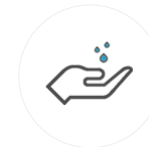
\$437.8K+
Payroll Savings



\$328.5K+
Productive Gain



338.4K+
Miles Driven



\$18.6K+
Mileage Savings

About allGeo

allGeo is a cloud-hosted, low IT/ low code field service automation platform that helps mid-size and Enterprise businesses achieve field service excellence through automation.

The allGeo platform helps businesses automate and customize their field service workflows to better manage and optimize their field operations, field employees and field assets. With allGeo, field service businesses can significantly reduce payroll and operations costs while improving productivity and accountability.

Widely deployed in industries such as facility management, construction, transportation, trade and home healthcare, the allGeo platform provides a suite of cloud, mobile and data tools that can be customized to fit different use-cases and integrates with leading Payroll, CRM, and ERP systems.

[Schedule A Demo](#)



Contact Us

Tel: +1-415-496-9436

Fax: +1-800-507-1673

Email: sales@abaq.us