

The company

A building maintenance Company which provides construction contracting, resurfacing, cleaning and all aspects of building maintenance, to customers in British Columbia, Alberta, Saskatchewan, Manitoba and Ontario and office towers.

The old workflow

The customer has many employees in the field responding to customer requests throughout the day. WO (Work order) assignments are made via a suite of tools including emails, pdf files, and task management app. Logs of tasks completed and attendance verification was being done using phone calls and paper reporting. Such a system was not rigorous enough to handle dynamic assignments for a growing team and sites. Up-to-date status reporting to customer's clients in real-time was also difficult and error-prone.

The new workflow

Adopting allGeo to automate their WO process helped the office team and field staff achieve a 25% reduction in overhead. It was implemented using allGeo-Zapier-Outlook/Google sheets integration. The process starts off with an email from the manager that automatically creates the WO in the system and sends a notification to the field employees smartphone. Once the employees are in the field, they are now able to record field activities and escalate issues if any entry requires immediate attention. The captured data is routed to the manager and imported automatically into G-sheets.

Each manager who is responsible for certain job sites can create their own custom form in minutes with their specific locations. As field staff captures data using these forms, the data is automatically pushed into G-sheets which serves as a repository for all their incident reports. Records of WO status are then emailed to the end clients in real time.

