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Introducing digital job management, meant field teams could instantly access information, commence work and submit DRS paperwork.

Context



Line marking company



Paper-heavy processes causing bottlenecks



Workaround solutions were proving problematic

Challenge

- Field staff couldn't be fully productive until they were directed by the site manager through paper job sheets.
- Field staff and subcontractors had to handwrite and submit their daily return sheets manually which meant it took far too long to get the information back to the office and took longer to get the information to invoice customers.
- Using an interim PDF solution that was relatively clunky and problematic, especially in areas without mobile signal.

Solution

- Introduced the Re-flow app making all forms and information accessible with mobile phones. From measurements and paperwork to contact with the office, everything could now be done instantly with the click of a button.
- The team at Re-flow listened to requirements and developed the app to suit their individual needs, resulting in high levels of acceptance by crews and staff within the office. Since implementation there has been continued development to make the app work even more for their business.

Outcomes

- Now the crews have access to all paperwork, including the site drawings, so if the site manager is dealing with clients, they are able to start working because they can see what preparation is required and be ready to install the work.
- Re-flow means that the field staff and contractors can submit the information straightaway. The office gets the information quicker and they can invoice customers faster, resulting in more rapid payments.

“Since the implementation of the system, it has been extremely well received from all of our mobile staff which provides them with an easy-to-use, functional system with all of the necessary information required to complete their tasks appropriately and professionally. Recommendation of Re-flow cannot come highly enough, from our initial meeting, through the design and even after implementation, the after-service has been superb.” **Greg Clark, Managing Director, Quality Marking Services**