

Andy Gump Raises Site Services

to a Whole New Level with doForms



“

For such a powerful tool, the software is extremely simple in nature. Within 30 days, the bulk of our drivers, having not used smartphones prior and working on a 100 percent paper basis, were up to speed and using the forms properly. The fact is, doForms has significantly influenced our operational productivity.

— Sharon Manley, CFO

”

As one of the premier construction and event site services companies in the U.S., Andy Gump is on the forefront of adopting innovative technology to help solve business problems. doForms is one of those innovations. It has quickly driven new efficiencies, faster responsiveness, and higher customer satisfaction. Andy Gump is now using over 20 different doForms forms in its daily operation and is adding more. The simplicity of use doForms brings to non-programmers has made it easy to create the various forms required by the company.

Improving on-site services with doForms and dispatch

Occasionally, drivers arrive at a customer location but cannot gain access to the portable restroom facilities to service them. At this point, a driver would have to “Red Tag” the job, using a paper form, and leave the facility. Drivers submitted Red Tags to the office at the end of their shifts; then the back office had to manually enter the information and contact the client to reschedule servicing. Bottom line: the paper-based Red Tag system was creating significant delays in servicing the facility, making for an unhappy client and less-than-stellar customer service.

This problem was quickly solved using the dispatch status feature in doForms.

Today, if a driver arrives at a location and is unable to access the area for any reason, he takes a picture of the problem and forwards it to Andy Gump’s dispatch agent. The dispatch agent then contacts the client so the issue can be immediately resolved, allowing the driver to service the facilities in a timely manner. This has had a significant positive impact on both service levels and customer satisfaction.



AndyGump
TEMPORARY SITE SERVICES

Description:

Andy Gump specializes in a variety of temporary event site services. The company rents, delivers, and services portable bathroom facilities, as well as installing temporary fencing, lighting, and pedestrian barriers.

Website:

www.andygump.com

"In the past, clients would obviously be very upset if their facilities were not serviced according to the agreed upon schedule. Now, we can begin to address the problem while our driver is still onsite. And even if we can't resolve it immediately, the client is at least aware that the facilities were not neglected by our drivers," said Sharon Manley, CFO at Andy Gump. "In addition, we're not losing as much time in productivity for rescheduling a visit. If the driver still cannot access and service the facility as scheduled, dispatch can change the driver's route to add another location to fill the void. We are also able to send all of the customer's contact data right to the driver's mobile device so it is on hand."

Vehicle inspection process accelerated and improved with doForms

At any given time, Andy Gump will have 70-75 trucks on the road and, by law, these vehicles must be inspected every day for problems. If this daily review is not performed, or the condition report is not updated, the company faces significant penalties. This inspection is performed by drivers and then sent to vehicle service technicians. Prior to using doForms, the inspection was done using paper forms, creating a significant challenge in ensuring proper completion and timely flow of information to the service technicians.

Using doForms simple drag-and-drop form-building platform, Andy Gump was able to quickly create a mobile form that enabled the drivers to use their smartphones to easily and rapidly complete a daily vehicle condition report. The form also enabled the drivers to take pictures of specific problems and transmit those photos and the checklists to the vehicle service technicians. A single form has transformed the process -- improving compliance, enhancing the quality and speed of information received by techs, and sharply reducing cycle time as techs can schedule repairs based on this data. Says Ms. Manley, "This was and continues to be one of the most significant changes to the way we service our vehicles."

Real-time inventory tracking enabled by doForms integration and sync

Andy Gump sales representatives need to know when equipment is back in inventory as soon as possible so they can sell it. Prior to using doForms, there were delays in transmitting this data to the main system, creating inventory and turnover issues for the company.

Andy Gump used doForms integration and synchronization capabilities to rapidly integrate forms data into its existing Microsoft Dynamics NAV for its Enterprise Resource Planning (ERP). Using doForms configurable interface, the IT department at Andy Gump completed the integration rapidly and easily, allowing immediate access to the information field employees entered into their devices. Today, customer service representatives and the sales team now receive real-time communication regarding inventory to know exactly how many and what facilities are available for rental.

"This programming has dramatically improved how our sales and customer service staff receive their information. It has simplified operation and from an IT perspective, it has made our life much easier."

- Tariq Batarseh, IT Administrator



The Bottom Line:

- Simplified operations
- User-friendly programming
- Easy-to-create forms
- Shortened turnaround times for equipment rentals
- Better customer service due to "real time" feedback from the field
- Improved employee productivity and morale
- More than 3,100 annual labor hours eliminated from daily operations
- More than \$72,000 annual savings in salary, benefits, and productivity
- Significant savings in paper costs
- User-friendly programming

Applicable Industries:

- Equipment leasing
- Fleet Management
- Job-site Services
- Field Service



Toll Free
855-doForms
(855) 363-6767

Main
+1 908 505-9020

doForms.com