



Study

Rolland Reash residential and commercial plumbing installation and repair company in Jacksonville, Florida.



Profile

Headquartered in Jacksonville Florida, Rolland Reash Plumbing employees work with home and business owners alike. They serve the Jacksonville, Orange Park, St. Augustine, Fernandina Beach and Jacksonville Beach areas. Rolland Reash Plumbing employees take pride in the variety of jobs they are equipped to handle. The services they provide include everything from plumbing repairs and installations, to sewer line cleaning and other various commercial plumbing initiatives. Their business pillars are dependability, affordability, and providing prompt plumbing services. By setting high standards, they keep the customer's experience in mind as they problem solve in a variety of job locations.

Challenges

Managers at Rolland Reash Plumbing suffered from a workflow based entirely on paper forms. They dealt with poor handwriting, inaccurate spelling, and language barriers. They needed a way to add pictures to their forms to make invoicing and troubleshooting easier. Information was lost at times as representatives in the field tried to communicate back to the office. Complications from paper-based forms created problems in different departments such as accounting. In many cases the wrong parts were ordered for jobs, affecting everything from invoicing to customer service.

Managers also lacked a way to track their mobile workforce during their shifts. Once employees left the office, there was no way to verify the routes they took, the times they arrived to work locations, and how long they remained at job sites. They had major issues with dispatching and communication since updates couldn't be delivered until

employees returned to the office at the end of the day. Additionally, managers and administrators at Rolland Reash struggled with inaccurate timekeeping. They weren't sure about employee payouts because they couldn't verify when workers in the field started and stopped jobs.

Solution

Rolland Reash chose AT&T Workforce Manager enhanced tier with GPS capability as their solution. The application addressed the unique communication gaps inherent to companies utilizing mobile workforces.

Rolland Reash Facts

Business Needs

Standardize and streamline business operations.

Networking Solution

AT&T Workforce Manager enhanced with GPS tracking; Wireless forms, dispatching, and intelligent tracking.

Business Values

AT&T Workforce Manager eliminated confusing paper trails; Increased transparency and dispatching; 60% productivity increase; Estimate between \$500-\$1,000 saved per month for the company.*

Industry Focus

Plumbing

*Savings are estimated, depends on the specific circumstances of your company, and will vary from company to company. Savings are not guaranteed.

AT&T Workforce Manager was installed on worker's mobile devices to allow them to collect and distribute information from the field by employing the capabilities in the mobile app. Electronic signature capture was key in transitioning from paper-based forms to electronic forms on the mobile devices employees used.

Features like photo capture, calculations, and e-mail routing provided near instant digital receipts for analysis. The GPS feature addressed one of their major shortcomings as well. Now managers can create geo-fences and landmarks for certain locations. This creates an automated alert to the dispatcher for arrivals and departures from specified locations. The mobile timekeeping feature captures mobile employee time punches and records breaks. This is updated in near-real time for back-end office review. The dispatching feature of the application provides even greater flexibility by allowing dispatchers the ability to see the nearest mobile employee to specific locations. Mobile workers can also alert the back office of their current activities by updating their availability status.

The application allows Rolland Reash Plumbing the ability to create customized statuses to help ensure relevant communications are occurring between mobile workers and the office. AT&T Workforce Manager's ability to address the major concerns associated with running mobile business helped them mitigate the bottleneck scenario that they experienced prior to the implementation of the application.

Benefits

AT&T Workforce Manager wireless forms eliminated the convoluted paper trail that jammed up Rolland Reash Plumbing's workflow. No more hassles with handwriting, fewer issues with language barriers, and much fewer discrepancies regarding exactly what was needed to complete jobs. Decision logic kept the information provided by employees in the appropriate fields, so when system administrators analyzed it back in the office everything made sense.

For more information contact an AT&T representative or visit www.att.com/workforcemanager.

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The application immediately increased productivity and accountability in employees by showing managers the routes employees took to jobs and how long workers remained at specific locations. The user-friendly application seamlessly blends with the technology (smartphones, and tablets) workers already use daily.

With more organization, productivity skyrocketed. Workforce manager increased productivity by more than 60 percent, saving the company between \$500 and \$1,000 per month.*

Workforce Manager wireless forms guide Rolland Reash plumbers through simple and effective troubleshooting routes, helping them determine the best courses of action more quickly. They save time and accomplish more during each shift. According to Office Manager Ashley Conway,

"Workforce manager helped us to actually get paid the same day for a job!"

- Ashley Conway, Office Manager

"WFM helped to us to actually get paid the same day for a job!" Now forms are sent back to the office in near real-time, eliminating the problems they had with waiting to receive documents at the end of the day.

Dispatching improved with the added clarity. Workers could instantly update the status of an order from the field, giving transparency into their job status and current workload. Administrators can view the history of all completed jobs with detailed information collected from their workers at job sites.

Timekeeping also became easier to manage now that employees have the ability to clock in or out remotely, displaying exactly how long they spent working. Rolland Reash Plumbing covers a large service area. AT&T Workforce Manager increases the autonomy in their employees, allowing them to get more done without having to travel all the way to the office to log their time.

Thanks to the solution, workers spend less time deciphering information from confusing forms, and more time processing jobs and dispatching new orders. The result is a major revenue increase. They haven't printed invoices since they implemented AT&T Workforce Manager and so far it's netted for the company about \$1,500 in savings over several months.*

