EQUIPMENT TURNOVER, SERVICE TRUCK REPAIR & MAINTENANCE, AS WELL AS, LOCATION SERVICING OBSTACLES WERE ALL CHALLENGES ANDY GUMP ADDRESSED WITH DOFORMS SO IT COULD PROVIDE CUSTOMERS A PROPERLY SERVICED RESTROOM.

"We were facing many challenges that were directly affecting our customer service, or at least the perception of our customer service. Certain applications, such as Dispatch have immensely improved our real-time communication between our drivers and the back office as well as our company with the client."

— Sharon Manley, CFO

**CHALLENGE #1 - DELAYS AND CUSTOMER COMPLAINTS FOR "UNSERVICED" RESTROOMS**

On occasion, a driver would arrive at a customer location and access to the portable restroom facilities would not be available. At this point, the driver would have to "Red Tag" the job and leave the facility. This presented a challenge on several fronts.

First and foremost, the facilities were not serviced, which created an unhappy client. Secondly, the driver was creating a tedious paper trail for the incident. Drivers could not submit their “Red Tags” to the back office until they returned at the end of their shift. The back office staff would then have to process the forms, contact the client, and reschedule facility servicing.

**SOLUTION #1 - SEND A DISPATCH STATUS MESSAGE FEATURE**

This problem was quickly alleviated 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, the driver takes a picture of the problem and forwards it to dispatch. The dispatch agent then contacts the client regarding the issue so it can be immediately rectified, allowing the driver to service the facilities in a timely manner.

"In the past, clients would obviously be very upset if their facilities were not serviced according to the agreed upon schedule. Unfortunately, they were not always aware of why the driver could not service their restrooms until well after the fact. This function has helped our company in multiple ways.
With the driver providing dispatch with real time feedback, the client can now fix the problem if he or she is onsite. If not, they are at least aware that the reason the facilities were not serviced is because of a challenge on their end, not from a driver’s neglect. That alone has made a significant impact on how our customer’s perceive our customer service.

In addition, we are not losing as much time in productivity for rescheduling a visit. Ideally, the driver waits for the problem to be rectified and services the facilities as scheduled. If not, 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. ”

— Sharon Manley, CFO

CHALLENGE #2 - DELAY IN SERVICE VEHICLE MAINTENANCE STATUS TO VEHICLE SERVICE TECHNICIANS

At any given time, Andy Gump will have 70-75 trucks on the road to service clients. The drivers are required to complete a checklist for the service technicians daily. Prior to using doForms, this communication was done via paper forms. This presented a challenge regarding proper completion and timely return to the service technicians.

It should be noted that it is mandatory for these commercial vehicles to be inspected every day for problems. If this daily review is not performed or the condition report is not updated, the company could face severe penalties.

SOLUTION #2 - MOBILE FORM FOR DRIVERS TO FILL OUT ON SMARTPHONES AND TRANSMIT DIRECTLY TO TECHS

Ms. Manley created a mobile form using doForms that enabled the drivers to use their smartphones to complete a daily vehicle condition report. The form also enabled the drivers to take pictures of specific problems their vehicles experienced and transmit those photos and the checklists to the vehicle service technicians.

"This was and continues to be one of the most significant changes to the way we service our vehicles. Not only are the techs getting the information immediately from the drivers as they inspect their vehicles, but we are also able to strategically schedule all repairs to happen that night when the vehicles are returned to the facility. "

— Sharon Manley, CFO

Andy Gump is now using over 20 different doForms in its daily operation and Ms. Manley expects to add significantly more. While she does have computer experience, she does not consider herself savvy regarding programming. Her limited background with computers has proven to be all she needs to create the various doForms required by the company.

"We needed something that was both easy to use and create. The best endorsement I can offer to use doForms is that our main programming, Microsoft Dynamics NAV, has a forms building application. We don't use it. Instead, we signed up for doForms. “

— Sharon Manley, CFO
**CHALLENGE #3 - INFORMATION PROCESSING DELAY FROM FIELD TO BACK END SYSTEM**

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.

**SOLUTION #3 - SYNC & SAVE TO INTEGRATE FIELD DATA DIRECTLY TO BACK END SYSTEM**

Currently, Andy Gump uses Microsoft Dynamics NAV for its Enterprise Resource Planning (ERP). The IT department integrated Sync & Save to immediately access information field employees entered into their devices. 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. Sharon has been able to create all of the forms on her own and the product itself is extremely user friendly for our drivers in the field."

— Tariq Batarseh, IT Administrator

**Primary Applications Used:**

* Sync & Save
* Dispatch
* Image Capture

**Benefits of doForms for Andy Gump Temporary Site Services:**

* Simplified operations
* User-friendly programming
* Easy-to-create forms
* Shortened turnaround times for equipment rentals
* Better customer service due to "real time" feedback from field
* Improved employee productivity and morale

**The Bottom Line:**

* 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

"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. It is just a very intuitive tool for us. The fact is, doForms has significantly influenced our operational productivity.

The staff at doForms is also incredible. And I am not just talking about one person, but the entire staff. They listen and react to our concerns, creating applications that grow with our business. If you tell them there is a glitch, they are either already working on fixing it or they listen to every problem you are having and immediately get to work corrected the problem. Their responsiveness is amazing."

— Sharon Manley, CFO

**APPLICABLE INDUSTRIES:**

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