

IMPACT BRIEF

CLIENT:

Quality Elevator Co., Inc.

Bladensburg, MD

DESCRIPTION:

Quality Elevator is owner operated and is one of the largest independent service contractors in the Maryland, Virginia and District of Columbia region. The company provides elevator service and maintenance to local and national property management companies, general contractors, building owners and government agencies.

CLIENT NEEDS:

The client wanted to reduce the time spent processing paperwork generated by their field technicians who service customers in a large geographic region. Elevator service and maintenance requires detailed record-keeping. Field technicians must track services completed, hours worked, travel expenses and parts and materials used. A time lapse of several days occurred before job completion and paperwork turned into the home office.



SOLUTION & IMPACTS:

iBusiness Technologies deployed MobiliForms on iPads with five customized mobile forms including a daily report, two different timesheets, parts requisition form and service labor recap sheet. Forms can be partially filled out by the home office and pushed out to workers on the job. Field workers can complete the familiar forms directly on their iPad and instantly transmit the forms back to the home office for same-day billing. Forms capture and calculate labor hour totals, overtime hours, vehicle miles and other expenses, parts and materials used on the job and customer signatures. Field workers can upload photos, sound clips and receipts directly to the forms for perfect record-keeping. Completed forms are stored in a cloud-based file sharing service for easy and quick access and reference.

SOLUTION SUMMARY:

PRODUCT & SERVICE MIX:

MobiliForms®
iPads

SOLUTION PARTNER:

iBusiness Technologies
New York • Chicago • Philadelphia