

Service and Hire Industries

Companies which employ mobile staff such as service technicians face the challenge of ensuring that they can accurately track both employee productivity and accountability. Job costings, compliance reporting, quality assurance and service reporting, and correct invoicing are made more difficult if reliance is made on paper-based records. autoSCRIBETM real-time accountability proves that employees are at work, have undertaken safety checks and have completed the job to standard. autoSCRIBETM can track job costs and enable better logistics and management decisions.

Chubb Fire case study

Chubb Fire employs 1000 technicians in Australia who visit 15-20 sites per day to complete testing on fire protection equipment. It costs many employee years annually to create a paper trail that validates that these tests were carried out. In addition Chubb management has no accurate data about job costs for each site. A similar problem exists for Chubb Security. According to Queensland Country Area Manager Anthony Thompson, Chubb has 'saved a fortune' by using autoSCRIBETM to automate the reporting and data entry of mobile technicians' work during an initial trial carried out in North Queensland.

Equipment hire firms often have usage monitoring issues with plant on remote sites. Although the equipment is only supposed to be used for specified time periods, and within maintenance schedules, these factors are difficult to determine at a distance.

All Purpose Hire case study

West Australian firm All Purpose Hire offers all kinds of access equipment to customers in the construction and mining industry on a dry hire basis. Typically these clients' cost pressures cause them to look for every possible advantage on site. Sometimes this means the client or its sub contractors operate hire equipment:

- around the clock when it is only hired for a single shift;
- during stand down periods when the equipment is supposed to be off line;
- after the hire period is finished while the equipment is awaiting transport.

This usage costs hire companies millions in revenue each year. In addition, there are instances when operators do not complete the necessary safety checks before using the equipment, resulting in hazards and accidents that were otherwise avoidable. Tim Helfers, the owner of All Purpose Hire, believes that autoSCRIBETM's unique ability to log even when it is disconnected means that he can overcome these industry problems.