

FieldConnect

Case Study: Kleenco Uses Field Workforce Automation Software to Improve Workforce Efficiency by 25 Hours per Day

The Company

Kleenco Maintenance & Construction, headquartered in Alexandria, IN, performs construction and maintenance work throughout the country, including storm water system maintenance, erosion control corrective action & prevention, petroleum equipment installation & maintenance, environmental consulting and remediation services, landscaping, and concrete and asphalt maintenance. Kleenco dispatches more than 100 field technicians from its multiple locations.



The Challenge

Kleenco's technicians needed real-time access to information that would help them complete their work swiftly and accurately. They were using paper work orders and other documents, and the distribution of before-and-after repair photos, repair manuals, and work site history were hampering job completions. Errors occurred from the manual data entry of paper work orders into Kleenco's Enterprise Resource Planning (ERP) system, Sage 300 Construction & Real Estate (Sage CRE, formerly Timberline).

In addition, Kleenco's 25 crew leaders maintained paper time cards for their crews, which resulted in many man-hours spent reviewing and entering data.

The Solution

In October 2012, Kleenco purchased & implemented FieldConnect's FieldAccess mobile technician software for its 100 technicians, as well as FieldConnect's FieldDirect self-service call creation portal.

The Results

By July of 2013, Kleenco's Corporate Controller, Malinda Cuneo, reported more than 25 hours per day in improved workforce efficiency.

"We have seen a great return on investment by saving time with crew leaders remotely logging labor for their whole team with one simple entry," said Cuneo. "FieldConnect's solutions have a feature which allows maintenance crew leaders to enter the same time for four techs on their team, which saves each crew leader an hour per night on the timesheet paperwork he used to do. With 25 crew leaders, that adds up to a lot of saved time and money over the course of the year. The employees love seeing their work order info in the field, and as an executive I love saving major dollars on payroll per tech per week that was lost through paper-based timesheet inaccuracy."

"We are now using FieldAccess to manage workflow in 35 states," said CFO Brad Justus in November 2014. "We run a complex business with many electronic forms and FieldAccess handles it all. The bottom line is that this solution works."

About FieldConnect

FieldConnect provides mobile field service software to best-in-class field service organizations, driving service department revenue and removing inefficiencies. FieldConnect's solutions are an essential extension of Microsoft Dynamics (AX, GP, NAV, SL), Sage 300 Construction & Real Estate (formerly Timberline), and Viewpoint Construction Software's Vista by Viewpoint. www.fieldconnect.com

