Work Orders

Planning

Decision Making

Workforce Management

Case Study of Dispatch/Scheduling Solution

Summary

Our client had huge number of onsite jobs to deal with every month. This jobs were scheduled and planned on excel sheets. Problem with planning and scheduling the jobs on a spreadsheet was always a mess because of changing weather conditions, finding optimal path for work orders that needed to be completed on appropriate onsite locations.

Single individual had to manage over 20 contract workers through only 3 quick summer months and somehow schedule and complete over 2,000 on-site inspections. She did this all at her home office while these contract workers drove and flew literally all over the globe. She tried to keep up with them all using a series of spreadsheets, maps, websites and constantly charging cell phone.

Business Challenge

- One of the manager needed to spot where everyone was and if they was safe.

- Allow the workers to easy schedule work and prevent work from being lost if it needed to be rescheduled

- There had to be a clear way to identify that the work was actually completed and left to be done

- Help coordinately the work by using geo-location

Insnapsys Solution

We developed a **Dispatch tool** where manager could now see the location of every contract worker in real time. This allowed manager to see who were online and offline with some different statuses built in the system. This clearly helped her allocate resources effectively by looking at the contract worker location by assigning them to the onsite jobs.

We added **Work Orders** in addition to calendar for **scheduling** where work orders continue to be available till they were actually scheduled and completed. Work Orders could only be cancelled and never get deleted. She could then easily track work in one area and not be distracted by the typical personal events scattered all over the user's calendar.

Mobile version of the system was created for contract workers where they did checkin and checkout everyday with messages to communicate back with the manager. Instead of everyone being overwhelmed by over 2,000 Work Orders, the workers only had to see what was scheduled for them that day, week or month. The manger could look at the Work Order tool to easily spot work that had past being scheduled, but was not Marked as Complete. Most work was marked complete by the end of that day and she was notified by email each time a job was marked as completed.

We also did some **mapping tools** to make everyone's life easier. Workers were able to see their location with respective to the work they were assigned to find optimal route for the location. Not only that, we offered them with **Traffic/Weather** conditions as well for the work location so that they can schedule their visit accordingly to the onsite job being assigned to them. Every process got streamlined and now work orders were best scheduled to complete the job on time effectively. This helped in decision making so easy for them and every billing got accounted correctly.