Exit5 Case Study: allGeo Field Workforce Automation

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Customer:

A Premier Auto Service and Repair Center, NY

Background

Located in the heart of New York, the customer has established itself as a trusted name in the auto service industry. With a commitment to providing exceptional service and high-quality repairs, the center has grown to serve a diverse clientele. As a leader in the automotive field, they recognized the need to enhance their operational efficiency, especially in tracking the movements of their vehicles and workforce.

The Challenge

The customer faced a unique challenge in managing and monitoring the exact GPS locations of their service vehicles while on the field. With a large number of vehicles and employees, it was essential for them to have a solution that could automate the tracking process without human intervention. They needed a system that would allow for real-time location tracking through QR scans that could seamlessly integrate into their existing internal processes.

Solution Implementation with allGeo

To address this challenge, the customer partnered with allGeo Field Workforce Automation. The integration process was straightforward and efficient, providing immediate benefits to their operations.

Key Features and Benefits

Real-Time GPS Tracking

Every vehicle was equipped with QR codes. When employees scanned these QR codes upon arrival at a location, allGeo captured their exact GPS coordinates along with a timestamp. This system allowed for accurate monitoring of employee locations without any manual tracking.

Automated Data Export

Utilizing webhooks and API capabilities, allGeo enabled direct exporting of location data into Zapier. A rule was established that automatically transmitted data to Zapier in real-time for every QR scan processed. This automation eliminated the need for manual data entry and significantly reduced the chances of errors.

Comprehensive Reporting

With the new setup, the customer could generate insightful reports that provided valuable data on employee movements and activities:

◉ Breadcrumb Report
A detailed view of location trails per employee during

specified dateranges, viewable in map format, which helped in analyzing service efficiency and employee productivity.

◉ **Message Report**
This report compiled all messages captured during the scans, including notes, QR scans, and images. It provided a complete picture of the service occurrences and assisted in streamlining communication within the team.

Results

Since implementing allGeo, the customer has experienced a modernized workflow that significantly improved operational efficiency. The automatic tracking and reporting mechanisms have produced the following outcomes:

Increased Efficiency
The time saved from eliminating manual tracking and data entry has allowed employees to focus on service delivery.

Improved Accountability
Real-time tracking has enabled the management to maintain better oversight on employee performance and vehicle operations.

Enhanced Communication
Detailed reporting equipped management with clear insights into daily operations, fostering better decision-making.

Conclusion

By integrating allGeo's Field Workforce Automation into their operations,the customer has successfully transformed how they manage their workforce and vehicle tracking. The seamless automation and real-time data capabilities have not only improved their operational efficiency but have also reinforced their commitment to delivering top-notch service.

About allGeo

allGeo is a leading provider of field service management for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as Scheduling, Time Clock, Tracking & Monitoring, Mileage, Dispatch Messaging, Mobile Forms, Events based alerts, and Reporting.

Examples of workflows include - Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, Lone worker safety with E911 integration, Electronic Visit Verification (EVV) for home health care, and Field Inspection using QR / mobile forms. The allGeo platform integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

Contact Us

Tel: +1-415-496-9436 | **Fax:** +1-800-507-1673 | **Email:** sales@abaq.us