

The company

A privately owned and operated company providing janitorial and related services in all 50 states. The team has over 60 years of combined experience in the commercial janitorial industry.

The old workflow

With many employees in the field at any given time, the company wanted a way to track when their field staff arrived at a job site, completed the work and left the job site, all with high accuracy. They also wanted to know when the employee went on a break. They were tracking this manually, computing work hours manually and generating reports for their clients manually. Using such an error-prone process made it difficult for them to manage payroll and monitor performance of their field staff.

The allGeo workflow

The customer's workflow was automated using the allGeo platform. Field staff are provided with three options to check-in from the job site - via voice, via mobile app or via QR code.

With the voice option, the employee can check-in by making a call to a dedicated number once they get to the job site. The IVR system would ask for the employee ID and prompt the users to press a button to check-in, break, end break, check-out. The IVR prompt is localized to English and Spanish. This option is especially important on projects where contingent labor force is deployed.

With the mobile app option, the employee just hits the button on the app to record their time and attendance. The app also seamlessly tracks the employees location during shift hours which helps enable dynamic job dispatches from the back office team (based on up-to-date presence awareness), and lone-worker-safety checks.

With the QR code option, the employee scans the code at the job site with their phone and logs attendance and tasks status e.g. lobby 2nd floor cleaned, staircase fire extinguisher inspected

The workflow is further automated by setting up alerts based on exception monitoring such as delay in shift start, employee absence, missed task assignment etc.

The HR & Ops manager at the headquarters is able to now generate a time and attendance report and job status report for payroll at the end of each day or payroll period. No more cumbersome paper trail and delays in processing payroll and project invoices.

