



NELMAC

Proof of delivery takes the stress out of contract-critical delivery reporting

Goal

Streamline job scheduling and fulfilment across various field teams, including contract-critical proof of compliance data.



Solution

vWork (Enterprise edition)

Benefits

- Easily record proof of delivery for each job to demonstrate overall contract-critical delivery has been achieved.
- Smooth job scheduling and dispatch for increased productivity.
- Easy-to-use API to pull data into vWork from other business productivity tools.
- Manage health and safety requirements.

Software to simplify proof of delivery data

Specialising in asset and environmental management, Nelmac is a business with a large number of jobs on its schedule every day. The job types extend from mowing sports fields to the more complex servicing of waste water treatment plants and helping manage New Zealand's bio-security efforts.

In 2015, Nelmac's Technology Team was tasked to find a better way to schedule and manage the thousands of jobs completed each month across the business. The main challenge was that the existing paper and whiteboard based systems didn't give Nelmac or their clients enough confidence that the teams



were being deployed where they were needed. Without this information, there was no way to know if the team was meeting its contractual requirements. For example, one condition was to have a 95% completion rate on all reactive jobs within 5 working days, but without timely and accurate information, tracking this was nearly impossible.

As Nelmac's Technology Business Partner Brodie Bell says: "Traditionally we'd relied on paper and whiteboards to schedule jobs. But there was no way we could use this to scale our business as it grew – and it didn't meet the our clients' expectations either. Our clients were fielding calls from their customers about the status of our jobs – and the only way our clients could confirm when a job would be completed was to give us a call."

Brodie set about evaluating business processes and implementing vWork across the business after evaluating the available software solutions.

Sharing of critical data drives visibility

The impact of vWork on the business has been significant. In the initial few months after rollout, Nelmac experienced a noticeable change in productivity. The dispatching team took less time to prepare and manage the work schedule, and the management team were able to resolve exceptions quicker. Productivity in the field improved as field workers received and managed all their job information via the vWork app on their tablets.

The ongoing benefit of vWork for Nelmac, in addition to the ease of job scheduling, relates primarily to the proof of delivery and health and safety functions.

Team leaders, the management team and Nelmac's clients have increased and immediate visibility of job progress, meaning that everyone is able to see how well each team performs against target.

"Using photos and timestamps, our field crews are able to record evidence of job completion against each job easily. With vWork we know we are exceeding our target. Nothing beats this immediacy."

Brodie Bell, Technology Business Partner, Nelmac

Brodie comments: "Using photos and timestamps, our field crews are able to record evidence of job completion against each job really easily. This real time data has vastly reduced the administrative burden of recalling and deciphering paperwork and means that we can reconcile actual work completed against expectation through electronic copying of data, and with the potential to use API integrations to automate the process completely. With vWork we know that we are exceeding our target of 95% for all ad hoc jobs received. Nothing beats this immediacy."

Similarly, the built-in health and safety checks specific to each job type, mean that team leaders are able to see and manage any health and safety concerns as soon as they arise. Brodie and his team have set up workflows to include a hazard review prior to starting the work – aspects like pre-start checks on vehicles mean that Nelmac are confident that their workers are kept safe whilst out and about.

Unanticipated gains shine through

There were a number of benefits to the business that Brodie didn't anticipate at the project outset. The biggest one was the opportunity to review and improve so many business processes. For every job that is set up in vWork, there is an associated workflow – a series of smaller steps associated

with each type of job that ensures that workers consistently meet the expectations of Nelmac, its clients and regulatory requirements. The ability to template each workflow exactly to their needs meant that Brodie and the team had the opportunity to review every process.

Brodie marvels how this project has made the organisation smarter. "Our people now submit requests to change the conditional logic in workflows, as they know better than me where the opportunities are to do their jobs' better. Seeing this kind of culture improvement is important to us – and our clients."

Additionally, being able to use an API to pull data from their client's CRM directly into vWork means that Nelmac are creating jobs almost as soon as the request comes in from a member of the public to their client. And in reverse, Nelmac are also providing job status data back to their client too.

Brodie comments: "This kind of two-way data flow between our clients and vWork means that Nelmac can be highly customer focused and schedule jobs immediately. It also has flow on effects for our client's customer satisfaction ratings too, as their contact centre operators can view the status of each job Nelmac completes - enabling them to keep the public informed. It really is a win-win for everyone!"

vWORK'S TRACK RECORD IN OPEN SPACES MANAGEMENT

vWork manages
700+
field workers

Over
1.3M jobs
dispatched each
year

Across
10
local councils

vWORK IN NUMBERS

- Over 450,000 jobs scheduled each month
- 4,600+ active users
- Customers in 12 countries

