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- Jim Bemino,
Warehouse Manager

Profile

With 15 years of experience, Hicks Lighting Protection is a construction company in North Texas, near the Dallas-Fort Worth area. Hicks Lighting offers complete engineering services that include product specification, product selection, technical support, site testing, and system design. Hicks does estimates for customers and does installations in the Dallas-Fort Worth, Austin, San Antonio, and Houston areas.

Challenges

Hicks Lighting is headquartered near Dallas-Fort Worth, but has three other offices spread that work to serve more than 50,000 square miles across Texas. Hicks Lighting Protection dealt with a huge geographical range to reach some of the most-populated areas in Texas. With such a large service area, they needed a way for all their offices and all their technicians to quickly exchange information such as vehicle reports, customer information, job reports, and timesheets. Using paper forms was inefficient and the problem was exasperated by the vast distances between locations.

Solution

Hicks Lighting now collects information from the field nearly instantly with Wireless Forms. The company uses forms they created, specified to their business needs. They use custom-made forms for timesheets, time-off requests, maintenance reports, and expenses. Workers fill out forms from the field and send the information they collect back to the office through their mobile devices.



Benefits

Hicks Lighting started using Encore’s Wireless Forms and almost immediately saw an improvement in how business was done. The forms workers fill out from the field are compiled into reports, which make for an easier way to collect and interpret significant data. These forms help Hicks Lighting save more than \$500 per month and have increased efficiency by 20 percent. Hicks Lighting is pleased with the results they’ve gotten.

“[Encore’s Wireless Forms] helped us save on paper and speed up processes,” Hicks Lighting Warehouse Manager Jim Bemino said. “Timesheets are turned in daily now as opposed to weekly and information is more accurate. Efficiency has increased in the field as well as in the office.”

Processes have been streamlined and costs from paper forms have been drastically reduced.

According to Bemino, Encore “has been great for our company; we have created many forms to reduce the amount of paperwork involved.”