

“Actsoft has made us more proactive versus reactive for our clients. The easy-to-use forms and reader-friendly reports have saved us hours of time each day. It was the only company that would customize to our business needs.”

- Eliza Wilson,
Special Projects
and Capital Asset
Manager

United Building Maintenance

Fast Service. High Quality. Peace of Mind.

Profile

Over two decades ago, United Building Maintenance established themselves as a dependable, uncompromising, and quality-driven maintenance company for large commercial buildings. Their staff is trained according to OSHA cleaning standards and provides unparalleled service in janitorial, engineering, pest control, window cleaning, commercial landscape design, and concierge greeters. Their lasting commitment to service and quality has earned them a loyal client base, including JP Morgan Chase, Citigroup, and Bank of New York Mellon.

Challenges

United Building Maintenance prides itself on providing quality service to all of its clients. However, the management team would receive sporadic emails from clients regarding the poor quality of services such as “scuffs remained on the floor” or “windows were not washed during the scheduled time.” United Building Maintenance did not have a way of measuring the quality of work performed.

Solution

Actsoft’s Encore, with its Wireless Forms, was the perfect business solution to assure quality standards would be upheld in the field.



Benefits

United Building Maintenance worked with Actsoft’s Professional Services team to create custom forms that were identical to the forms used every day. Recreating these forms ensured familiarity among the staff and contained the same information as their paper form. The wireless forms provide consistent and accurate information without handwritten notes that can be illegible or misinterpreted. “The form is so easy to use. Before, our staff would take up to an hour to complete their paper forms. Now it takes them only a few minutes and it is instantly sent back to the office,” said Eliza Wilson, special projects and capital asset manager.

Not only do Actsoft’s services save time for United Building Maintenance, they also provide them with the tools to hold employees accountable for their job performance. Encore and its Wireless Forms provide time-stamped GPS locations of work performed on a daily basis. “Working in a union environment, we needed a tool that would allow us to track the progress of our staff and provide documented justification to the union if any issues arose. We can verify hours worked, location of job completed, and the feedback from the field in a matter of seconds,” stated Wilson.

Actsoft’s Professional Services team also created custom reports that retrieve data from the forms sent to the management team. The custom reports allow United Building Maintenance to identify problems quickly and easily. “The business intelligence we receive from the reports lets us make decisions faster. We see our inefficiencies before our customers do. Our president can read the report in five minutes, identify the issues, and respond before they become serious problems,” states Wilson.