

“We’ve discovered huge savings and improved productivity using Actsoft’s Professional Services. We’re looking forward to a potential savings of \$1,000 in productivity.”

**- David Minton,
Engineer**

Profile

Lonnie G. Harper & Associates, Inc., a high-quality civil engineering and surveying services firm, provides services for public, commercial, and private clients throughout Louisiana. They employ licensed engineers, surveyors, scientific support staff, and drafts persons to accurately and swiftly provide construction documents.

Challenges

Lonnie G. Harper & Associates, Inc. needed an easy-to-use mobile resource management solution that would allow them to locate their field staff, collect and retain accurate data, increase productivity, save time, improve communication, and send forms from the field to the office. Work began to suffer due to traditional manual processes and excessive paperwork which were slowing workflow between operations and field staff.

Solution

Actsoft’s Professional Services team worked with Lonnie G. Harper & Associates, Inc., using Encore to incorporate two separate forms into one wireless form which contained pertinent information about each job. To streamline the process even further, Actsoft’s Professional Services team designed a custom report from data the collected.



Benefits

Utilizing Encore and its Wireless Forms, Lonnie G. Harper & Associates, Inc. now has complete visibility into the field services process. Field workers can easily attach photos to a form, get customer signatures, and digitally track where job-related activities took place. Wireless Forms eliminates the loss of data and time by allowing the field crew and inspectors to send information instantly back to the office, reducing downtime, keeping workers accountable, and resulting in extraordinary savings. With the dashboard, office managers can now easily analyze data in one place, providing a whole new level of operational efficiency and enhanced customer service.

“Actsoft was very helpful in providing us with solutions for our operational issues,” said David Minton, engineer. “We had never had custom forms before and they found a way to meet our needs. Since ... using their products we’ve seen considerable time and financial savings.”