CASE STUDY

Tracking High–Value Equipment and Site Consumables at Multiple Field Locations Across the Country

With ASAP Passport, SERVPRO of the Seacoast is able to bill clients more accurately.

Case Study Overview

COMPANY:

SERVPRO of the Seacoast

www.servprotheseacoast.com

INDUSTRY:

Disaster Recovery/Restoration

BUSINESS CHALLENGE:

Simultaneously keep track of consumable inventory and hundreds of specialized equipment located in a warehouse or around the country, along with general labor hours.

SOLUTION:

Passport Stock Inventory

Passport Assets

Passport Mobile

BENEFITS:

• Easily import asset data into the Passport database from Excel

• Quick return on investment by efficiently tracking consumables and extending asset life

• Fully integrates with existing IT infrastructure

SERVPRO OF THE SEACOAST STORM TEAM ROBBINS, DOVER, N.H.

Nyle Clark, IT Manager

SERVPRO of the Seacoast (Storm Team Robbins), based in Dover, New Hampshire, specializes in "extreme" restorations for residential homes or commercial structures damaged by water, fire, disaster, mold, storms and floods.

The commercial and residential loss industry (in which SERVPRO of the Seacoast operates) requires a lot of expensive, specialized equipment that is stored in the company's warehouses or stockyards between jobs. When the team gets called up for a restoration project, that equipment needs to be accounted for and ready–to–go in the field at a moment's notice. And on any one project, the average value of the equipment that is used in the field can run more than $3 million.

THE CHALLENGE

SERVPRO of the Seacoast (SOS) faced a huge problem. With so much valuable equipment going betwee their warehouses/stockyards and the projects in the field, they were using an antiquated tracking program and that lacked accurate tracking capability.

9 771038 876127

This was coupled with the fact that SERVPRO's team had to manually enter asset tag numbers for the hundreds of pieces of equipment being moved around daily. The whole process was very time consuming and non-productive for their staff.

In addition, SOS' assets (equipment) can be in a number of different locations at any given time, and keeping track of the hundreds of pieces of equipment located throughout the country can be a daunting task.

"We can literally have equipment on multiple states at any given time. Being able to track where that equipment is located is crucial to our business," says SERVPRO of the Seacoast IT Manager Nyle Clark.

MEETING UNIQUE REQUIREMENTS

When SOS began looking for an inventory management and asset tracking system, they had very specific requirements.

- It had to be flexible and able to be customized to track assets (such as equipment), consumables (such as cleaning fluids), and general labor.

- The system should integrate with mobile (handheald) scanners using barcode technology to speed up the process of entering asset data and other information

- It had to be reasonably price for their requirements

- The system also had to offer software options to fully integrate it with their existing IT infrastructure

- It had to allow for tracking of assets (equipment) across multiple locations and sites

After doing research on inventory management and asset tracking solutions in the market, SOS found the ASAP Passport for Asset Tracking system met all of their needs and came with a reasonable price tag. SOS purchased the software along with 10 Motorola MC55 handheld scanners and a barcode card printer.

UP AND RUNNING

SOS says they had to undergo a learning curve when they first implemented the asset tracking system. Two things were noticeable right away: first, that the ASAP Passport software was flexible to their needs and second, ASAP Systems' support was extremely helpful with getting us started on the right path.

"As with any new program, we had to rethink how we were tracking our assets and how best to make the tracking mechanism more user friendly," says Clark. "The barcode scanning function was the biggest asset to helping us achieve this. The scanning functionality [that worked] both in-house and remotely made the process of tracking our assets so much easier and much more accurate."

Clark says that the employees had to be trained and coached on the new process for using barcoding with handheld scanners to track their assets, but the training was "easy–to–learn and follow." Most of the staff was up¬–to–speed within days of the program being implemented, SOS was able to precisely track their assets within the first month.

PRECISE TRACKING OF ASSET AND CONSUMABLES MEANS TIME AND MONEY SAVED

SOS now tracks more than 3,000 pieces of equipment, hundreds of consumable supplies and general labor hours with the ASAP Passport asset tracking system.

In the past, consumables have been difficult for the company to track and this has meant lost revenue in terms of what they can bill the client for on any particular project or at a specific site.

"We use all sorts on cleaning compounds, supplies and protective gear in the field," explains Clark, "and we were losing thousands of dollars annually by not being able to track those consumables."

Today, SOS knows exactly what consumables are going out of the warehouse to a project site and exactly what comes back.

This makes it possible for SOS to more accurately bill for every consumable they us in the field.

SOS also adds every company asset into the ASAP Passport database. For example, SOS tracks all of its equipment by giving each piece an asset number and an asset barcode tracking tag. The asset barcode tag goes wherever that particular piece of equipment goes, allowing the SOS team to track its progress by scanning the barcode tag at different field or warehouse locations. When the SOS team scans an asset in the filed with their Motorola handheld barcode scanner, they can quickly synchronize that data through back to the centralized SOS/ASAP Passport database via a remote connection. This gives the team real-time tracking capability and the ability to easily create and share reports that give an up-to-date picture of where the company's equipment is located throughout the country at any moment in time.

Using the Data Import feature, SOS can also easily enter multiple pieces of "like" equipment into the ASAP Passport database from Excel.

SOS also staff monitors and tracks every asset as it moves in and out of the warehouse. "We have created manifest sheets for our tractor-trailers that are ready at any given time for distribution throughout the country," says Clark.

THE CONCLUSION

With the ASAP Passport asset tracking system, including barcode technology and Motorola scanners, SOS says it is now able to track all of its assets accurately, quickly and much more efficiently — this means countless man hours saved by the automation of their asset tracking process which in turn has given the company a strong ROI. Additionally, the company has saved thousands by being able to track all of the company's consumables that are used on site for a restoration projects and bill accordingly.

With these kind of results, Clar says, "We have recommended ASAP Passport to a number of other SERVPRO franchises throughout the country and will continue to do so."

For more information on ASAP Systems' inventory and asset tracking solutions for the residential and commercial loss and restoration industry, go to our web site or contact sales@asapsystems.com