



# CASE STUDY

## Tracking Specialized, High-Value Equipment and Site Consumables Going In and Out of the Warehouse

With ASAP Passport, SERVPRO® of St. George tracks more efficiently and accurately.

### Case Study Overview

#### COMPANY:

SERVPRO of St. George  
www.servprostgeorge.com

#### INDUSTRY:

Disaster Recovery/Restoration

#### BUSINESS CHALLENGE:

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

#### SOLUTION:

Passport Stock Inventory  
Passport Assets  
Motorola mobile scanner

#### BENEFITS:

- Immediate return on investment from increased inventory performance and equipment efficiency
- Accurate inventory levels for timely reordering and forecasting
- Increased visibility of actively used assets at job sites and inactive assets in the warehouse



#### SERVPRO® OF ST. GEORGE RESTORATION SERVICES ST. GEORGE, UTAH

Shane Darger, Mitigation Estimator and Project Manager

SERVPRO® of St. George is an industry leader in cleanup and restoration for residential and commercial structures that have been damaged by fire and water. It's one of 1,600 SERVPRO® Industries franchise locations.

The commercial and residential loss industry requires the use of expensive, specialized equipment that is stored in SERVPRO® of St. George's warehouse between jobs. When the team gets called for a restoration project, that equipment needs to be quickly accounted for and

ready-to-go at a moment's notice. In addition, once it's in the field, employees need to be able to do quick status checks to see which site the equipment is on, who has checked it out and when it's due back.

"We have to be ready to react 24 hours a day, 7 days a week," says Shane Darger, mitigation estimator and project manager for SERVPRO® of St. George. "The equipment we use is very specialized for mitigation and restoration and can range from \$1,200 to \$6,000 per piece."

#### THE CHALLENGE

Prior to working with ASAP Systems, SERVPRO® of St. George was tracking

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all of its warehouse assets and inventory as well as job site consumables and expendables manually. This included: chemicals, rubber gloves, PPE (personal protective equipment) suits and high value assets like air movers, dehumidifiers and steamers.

With manual tracking, the company was experiencing productivity losses due to the amount of time employees were spending on manually entering asset and inventory information, the high incidence of human error in entering data and the difficulty employees were having in analyzing and reporting on data — and then sharing it with management.

"We were losing equipment when we went from job site to job site," said Darger. "In fact, we found equipment at a job site that we hadn't been to for over a year."

## THE SOLUTION

SERVPRO® turned to ASAP Systems to help the company automate their inventory management and asset tracking. The company's main focus was to implement a solution that would be more efficient and accurate, allowing employees to:

- Track the SERVPRO® tools and equipment that are moved to and from job sites.
- Track contents during "Pack Outs" (packing and removing items in a disaster situation)
- Track and report on under-stocks, overstocks and lost equipment
- Easily share and report on asset and inventory levels
- Check the real-time status equipment — where it is located as well as specific details on what equipment is being used on a particular job site
- Track and report on consumables and expendables that are being used on specific job sites, allowing the company to properly invoice clients

ASAP Systems' engineers worked with the SERVPRO® team to determine their needs and decided on a comprehensive solution that included:

- ASAP Passport software for inventory management and asset tracking
- A Zebra Desktop Barcode Label Printer (G Series) for printing custom barcode labels
- A Motorola Mobile Barcode Scanner (MC 3100 Series) for automated data capture through barcode scanning
- ASAP Systems' Annual Support Plan, giving SERVPRO® of St.

Inventory that is used on specific job sites is efficiently tracked and reported on, enabling management to invoice clients appropriately for expendables and consumables used on a particular project.

George technical support throughout the year

In addition, SERVPRO® of St. George added additional customization of the ASAP Passport software with advanced features that include Email and Text Alerts, Multi Site and more.

## TRACKING WAREHOUSE ASSETS AND INVENTORY

ASAP Systems helped SERVPRO® of St. George create a baseline of consumption for the company's warehouse inventory levels that could be used to alert employees of highs and lows in inventory. Today, when inventory levels go under or over that baseline, ASAP Passport sends an automatic notification to the SERVPRO® team. Having a real-time view of assets and inventory allows management to plan, forecast and order more efficiently.

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Additionally, inventory that is used on specific job sites is efficiently tracked and reported on, enabling management to invoice clients appropriately for expendables and consumables used on a particular project.

## TRACKING VALUABLE ASSETS AT DIFFERENT LOCATIONS

The equipment that SERVPRO® of St. George uses on its work sites is very specialized, ranging from \$1,200 to \$6,000 per piece. With ASAP Passport, the company's most valuable assets are now tracked by location — be it at a warehouse location or a specific job site. SERVPRO® of St. George uses durable barcodes on all of its assets so that employees can quickly and accurately capture the assets' data with a Motorola barcode scanner. That data is then synced to the ASAP Passport software. The SERVPRO® team has full knowledge of where an asset is currently located and how long it has been there.

In addition, the team can quickly do regular physical inventories of the equipment, giving the company a clear understanding of its asset and inventory levels at any point in time.

Before implementing ASAP Passport, assets were physically inventoried just once a year, requiring two people and hours of manpower. Now employees check on assets weekly and generate a report in minutes.

## ACCURACY AND EFFICIENCY IN TRACKING GIVE SERVPRO® IMMEDIATE ROI

By automating their inventory management and asset tracking with ASAP Systems using barcode technology, SERVPRO® of St. George has drastically reduced employee error, made their team more efficient, cut down on lost equipment and increased accountability for consumables and expendables used on job sites. This ultimately means cost savings for the company and has given them an immediate return on their investment.

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](mailto:sales@asapsystems.com)