CASE STUDY
Productivity for Field Services

A Case Study

Introduction

Our client's need was to create new mobile apps for contractors to accept work orders and track their progress thereby driving Mobile Productivity.

The Client

Wishtree partnered with one of the largest mortgage field services company in the US. The company inspects and maintains defaulted and foreclosed properties for banks and lenders. They manage a nationwide network of field vendors to swiftly inspect, preserve, repair and rehab properties.

Business Challenge

Where many companies started with consumer apps, The Client saw their biggest opportunity in re-engineering their most critical internal process to take advantage of mobile. In the past, its army of +10,000 contract inspectors would take notes and snap multiple pictures per inspection. At the end of the day, they would upload the pictures to a PC, collate their notes and complete an online form for each property. With each inspector performing tens of surveys per day, errors were common and the time for each was significant.

The ability to work more efficiently would solve a host of problems and the Client recognized mobile as the ideal vehicle for this. But, because the contractors are independent agents, they couldn't be forced to use a particular device or app. To get adoption, The Client knew they'd have to build seriously amazing apps. They wanted to create compelling platform-agnostic apps that would allow contractors to accept work orders, track their progress and upload

photos of the final product – increasing   speed, accuracy and visibility.

Wishtree Solution

Working with Appcelerator, Safeguard embarked on a transformative mobile program that's yielded increases in both company productivity and customer satisfaction. Contractors now fill out surveys as they go within the mobile app, resulting in inspections that are both faster and higher quality.

- Safeguard can now receive an order and get to any property in the 50 states in less than two hours
- An inspection that used to take ten minutes now takes just three and is more accurate
- Inspectors are now able to complete between 50 and 150 inspections a day
- Aided by analytics, app adoption soared with more than 97% of inspections reported within minutes of completion