



Solutions approach for fire inspections in high-rise buildings - How a close partnership between a vendor and customer results in increased productivity and efficiency.

Customer:

JAM Service is a family owned and operated business that has been providing Plumbing, Heating and Fire Protection services to commercial and residential buildings for New York City for 30 years.

Challenge:

JAM Service Company in New York City was tasked with the challenge of performing inspections of fire protection equipment in high rise buildings. Such inspections are mandated by the regulatory body (Fire Department) to maintain compliance.

The old way of collecting the inspection data just wasn't working anymore. Field Technicians were filling out several multi-page paper forms and delivering them back to the office.

At the office, a staff member had to read and rekey all the data into a reporting system to generate a final inspection report.

Some of these buildings have 100-plus floors and the manual paper-based processes caused severe delays and data quality deficiencies in inspection, let alone the inefficiencies of inspectors and office staff members to handle all these paper forms. Hundreds of hours wasted in productivity per month.

There had to be a better way to collect and report on the inspection data.

Process:

The company reached out to multiple software vendors seeking an integrated data capture and reporting solution to solve their problems. Fortunately, ProTechnology was already a current vendor of a mobile data capture solution for another part of their business, yet had to prove the viability, quality and scalability of such a new solution.

After initial discussions to understand the core requirements, the team at ProTechnology felt they could architect a solution that would meet all of the company's requirements.

Both parties agreed on a 30 day discovery period with multiple web conferences and email exchanges to document the specific requirements for this solution. The discovery phase resulted in three actions:

1. To develop and execute an initial Proof of Concept to show how information could be organized and entered on mobile devices for a high rise building, by specific floors within the building and for the building as a whole. The Proof of Concept also included the scenario of field technicians not having internet access while collecting data.
2. Compile a Statement of Work (SOW) and functionality specs to be reviewed by an executive committee at the company, then fine-tuning and adding additional requirements agreed by the parties.
3. Validating that ProTechnology can deliver the functional specs and in particular the project-specific customization according to the SOW.

One can only underscore the importance of the discovery period. There cannot be any misunderstandings or goals that are not aligned. It is where a vendor must establish trust and work towards a unified team with a clear purpose and open dialogue.

Solution:

Upon acceptance of the SOW and business terms for professional services and subscriptions by the company, ProTechnology scheduled a phased development plan over a 90 day period and started working on the solution, using the JetTrac Field Service Automation platform as the underlying technology for the development.

The two major building blocks of the solution consist of:

1. Administrator Landing Page

- a. Create and edit buildings
- b. Create and edit authorized users
- c. Generate final inspection report

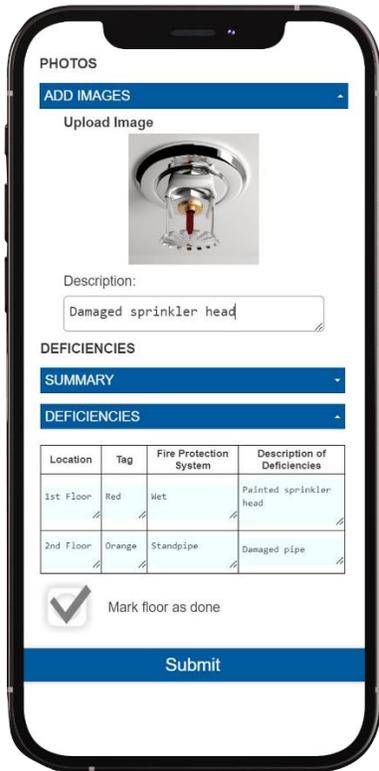
2. Building Landing Page

- a. Select a building
- b. Adding floors
- c. Select a floor and add data including photos and deficiencies
- d. Capable of entering the inspection data offline.
- e. Back-end processing of data to create final inspection report
- f. After final inspection data entry, a manager can preview, edit and approve the inspection report.
- g. All building data is sent to the back-end server process as an XML file
- h. The XML data and all photos are merged with a PDF template of almost 1,000 pages to create an inspection report in PDF format.
- i. The inspection report can be fully shared with other parties and is archived in a dedicated file storage system for future retrieval.

During the development phase the ProTechnology development team worked closely with the team at JAM Service Company on each part of the solution providing full visibility to ensure all SOW requirements were met. Special emphasis has been given to the user interfaces for the Field Technicians with clear input fields and a menu-driven structure following the inspection process.

Upon completion of the two solutions blocks, ProTechnology initiated an implementation call with the customer to start the knowledge transfer and training for data entry by the Field Technicians, followed by active Field Testing. Critical feedback from the Field Technicians related to the user interfaces and data flow were gathered and implemented to further enhance the overall solution and ensure broad acceptance by all team members.

Once the Field Testing was complete, the new fire inspection solution was introduced and rolled out in a production environment to all Field Technicians. At that stage ProTechnology turned their attention to fine-tuning the creation of the final Inspection Reports. First, the formatting of a single floor inspection report was delivered and approved by the customer, then expanded to include all floors of a particular building.



After an agreed 90 day live production period to ensure stability and scalability of the solution, the customer signed off that the project had been completed and delivered according to the SOW. During that period thousands of data points were collected across multiple buildings and the creation and distribution of the final Inspection Report was tested.

Results:

Today JAM Service Company uses a highly scalable data collection solution which is integrated into the core business processes and is embraced by the organization and in particular the Field Technicians.

Through the close partnership between the customer and the vendor **five key areas of benefits** have been realized:

- **Increase in Field Productivity** through the use of mobile devices and user-centric menu driven interfaces
- **Improved Data Quality**, immediate input field validation, formatting and required data fields
- **Reduced Cycle Times**, submit the data directly into a database for immediate processing of the inspection report
- **Cost Savings**, no more paper forms, and hours of rekeying and interpreting handwritten data and the time previously spent in generating the Final Inspection Reports
- **Customer Satisfaction**, being able to deliver a comprehensive report shortly after the inspections were completed

From the customer.....

"I approached ProTechnology because we were looking for a more efficient way of collecting data and reporting of our Fire Protection ITM. I explained the requirements that were needed for this project. The ProTechnology team did not only come up with a solution that would meet my requirements, but they exceeded them. They were diligent in making sure the project was exactly what I wanted. I would recommend ProTechnology to anyone looking for a document automation specialist."

- Michael Gallagher, Executive VP at JAM Service Company

We at ProTechnology are proud to call JAM Service Company our customer and value this partnership for years to come. We are dedicated to providing exceptional customer service and helping clients across industries to improve the efficiency of their business processes while reducing costs and driving revenue.

Go to: <https://protechinc.com/us/> to learn more about us and our products



JetTrac Field Service Automation takes the Pain out of Field Work and relieves the Stress in the Office

About ProTechnology:

ProTechnology is a motivated team of talented individuals, dedicated to providing exceptional customer service and helping clients improve the efficiency of their business processes while reducing costs and driving revenue.

Founded in 1996, with its roots in production document generation and electronic forms, ProTechnology became an expert in intelligent fillable PDF forms for mobile data capture as an Adobe National Solutions Partner and developed a range of software specifically for Field Service Automation.

www.protechinc.com | sales@protechinc.com | 1-805-527-1248 ext. 255