



DRIVING RISK OUT OF CONSTRUCTION

Transforming Your Business With An Operational Workflow Platform

In the construction business, you're under enormous pressure to run on-time and on-budget with the utmost focus on safety and quality. At the end of the day, it all comes down to managing risk. Risks to schedules, risks to budget, risks to safety, risks to quality and customer satisfaction, risk of fines, and so on.

Your most important skill is to catch the whisperings of risk before they become real problems with real impacts to the business. Today, you do this by staying plugged in to your people, clients, and data. Unfortunately, being in-the-know is a challenge due to antiquated processes that hide both whisperings and actual risks.

Today, more than 35% of organizations still rely on antiquated paper-based or manual processes for site operations and field service management. Paper-based data collection is riddled with incomplete, inconsistent, and inaccurate information. Plus, analyzing and acting on this information is non-existent at worst, delayed at best.

Further compounding your job, the data you do have is likely in disparate, non-integrated systems. Nearly half of construction firms have separate systems requiring manual reconciliation or updates. No wonder it takes hours, days, perhaps weeks for you to run reports, gather information for claims, and analyze your job-site operations.

Until now, there hasn't been an efficient or cost-effective way to get data from the job-site, let alone the ability to view and act on that information in real-time. Today, leading construction firms are embracing operational workflow solutions that better manage and streamline their work, data, and processes in order to drive more risks out of the business, particularly as it relates to safety, on-time performance, and quality.



35% OF ORGANIZATIONS STILL RELY ON ANTIQUATED PAPER-BASED OR MANUAL PROCESSES FOR SITE OPERATIONS AND FIELD SERVICE MANAGEMENT

– ABERDEEN



NEARLY HALF OF CONSTRUCTION FIRMS HAVE SEPARATE SYSTEMS REQUIRING MANUAL RECONCILIATION OR UPDATES

– KPMG

1 http://v1.aberdeen.com/launch/report/research_report/11000-RR-mission-critical-mobility.asp

2 <https://assets.kpmg.com/content/dam/kpmg/xx/pdf/2017/10/global-construction-survey-make-it-or-break-it.pdf>

Compounding Risks: Delays, Safety, and Quality

Manual paper processes and disparate systems used to support job-site and office work are fraught with challenges — compounding risks to safety, on-time performance, and quality standards required in today’s competitive construction industry.

PROJECT DELAYS

Liquidated damages for project delays often costs tens of thousands of dollars per day. Yet, manual, paper-based processes and disparate systems used for tracking job-site work make it difficult to meet key performance indicators (KPIs) and goals in a responsive, efficient, and uniform manner.

Think of all the time you spend searching through data or waiting for reports both at the corporate office and at the job-site. With a lack of actionable, timely data to drive decision making, your ability to plan and schedule on-site work, ensure the availability of equipment and materials, and quickly address and course-correct issues is greatly hindered. The result is setbacks and readjustments that lead to damages, poor bid performance rates, and more.

SAFETY IMPEDIMENTS

Safety is a top priority. Yet, according to OSHA, one in five job-site accidents happen in the construction industry. You likely have well-intentioned safety protocols to document at-risk behavior. Yet, so many of those processes are manual. Pen, paper, and clipboards are commonly used to capture safety observation data on the job-site. Additionally, work orders must be requested via email or other manual methods to address a safety violation, which might takes days or weeks to resolve.



UNDERPERFORMING ORGANIZATIONS ARE 30% MORE LIKELY THAN BEST-IN-CLASS TO HAVE PAPER-BASED PROCESSES IN PLACE FOR THE FIELD
– ABERDEEN



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3 http://v1.aberdeem.com/launch/report/research_report/11000-RR-mission-critical-mobility.asp

4 <https://www.osha.gov/oshstats/commonstats.html>

Back at the trailer or office, this data is then manually re-entered into a spreadsheet or other silo'd system. This type of rework is not only a drain on productivity, it's error-prone, impedes your ability to identify and get out in front of trends, and slows your response time. Overall, this inefficient workflow increases your exposure to risks related to safety-related incidents, fines, and insurance premiums.

QUALITY ISSUES

According to a recent KPMG construction industry survey, 48% of companies rank quality as a top performance measure for projects. However, 47% of these companies say their project reporting involves separate systems that require manual reconciliation and updates.

For your business to survive, quality is non-negotiable. Unfortunately, the typical workflow for ensuring that craftwork, materials, and equipment are up to spec is managed with pen and paper. That data then must be keyed into various spreadsheets and systems through laborious data-entry, often after-hours. Because of the many manual touch-points, this process is error-prone and results in a lack of visibility — hindering your ability to ensure quality measures are being met or addressed within a timely manner. The results of this include higher defect rates and rework costs.



OF COMPANIES THAT RANK QUALITY AS A TOP PERFORMANCE MEASURE, 47% SAY THEIR PROJECT REPORTING INVOLVES SEPARATE SYSTEMS THAT REQUIRE MANUAL RECONCILIATION AND UPDATES

– KPMG



Getting Ahead of Risks

TRACKVIA, THE LEADING OPERATIONAL WORKFLOW PLATFORM

Today, leading construction firms like yours are embracing web and mobile technologies such as TrackVia, an operational workflow platform, to quickly and easily build custom apps that address their manual processes and integrate with their disparate systems. TrackVia is built to enable organizations to acquire, act, and analyze data in an integrated, fluid manner. With TrackVia, you can quickly identify and take action on the hidden risks that lead to safety incidents, project delays, and quality issues.

IMPROVE ON-TIME PERFORMANCE

As the example above illustrates, TrackVia helps you gain greater efficiency in collecting, analyzing, and sharing data between on-site and corporate office stakeholders. This increases your visibility and responsiveness to risks of delays as they arise. For example, with reporting based on real-time data, you can track the progress of work per employee or team in order to plan future work more accurately.

Coldwell Solar digitized their entire operations for enhanced visibility into projects, quicker approvals, and increased on-time performance. Approvals that once took two to three weeks with paper and spreadsheets now take two to three hours when managed with TrackVia. [Read the Coldwell Solar case study.](#)

REDUCE SAFETY INCIDENTS

Imagine being on-site and using your mobile phone to quickly document a safety hazard with a combination of notes, photos, and geolocation. Automatically, your entry triggers work orders to resolve the issue and is included in reports that are viewable across the business — all in real-time!



“TOP PERFORMERS LEVERAGE MOBILITY TO IMPROVE SERVICE, CONNECT THE FIELD TEAM, AND CREATE A COMBINED KNOWLEDGE BASE FOR ACTION.”

– ABERDEEN



FOR COLDWELL SOLAR, APPROVALS THAT ONCE TOOK 2-3 WEEKS WITH PAPER AND SPREADSHEETS NOW TAKE 2-3 HOURS WHEN MANAGED WITH TRACKVIA



“MOBILE TECHNOLOGY, WHICH ALLOWS THE FIELD TEAM TO TAP INTO KNOWLEDGE ACROSS THE ORGANIZATION, IS INTEGRAL TO SPEEDING [ISSUE] RESOLUTION.”

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This scenario and much more are the realities of TrackVia customers such as KS Industries (KSI). With their custom-built TrackVia mobile app, KSI collects safety observation data in real-time at the job-site. Within six months of implementation, they reduced at-risk behavior up to 50%. They have also reduced safety incidents by improving the speed and accuracy of their safety operations. [Read the KSI case study.](#)

IMPROVE QUALITY

The mark of your quality work lives forever. TrackVia helps you improve quality through better integrity of data, visibility, and standardization across multiple locations. Acquiring data with a custom workflow app rather than pen and paper reduces the chance of human error and improves the speed and accuracy of quality inspections. Additionally, the ability to view and analyze reports based on real-time data collected on the job-site speeds remediation actions.

For example, with TrackVia you can send automatic triggers for maintenance work-orders while on the job-site to accelerate fixing incorrect, sloppy, or work not done to code. Additionally, from your mobile device you can view real-time reports that show whether or not the work-orders have been completed. Taking it a step further, you can also require workers to attach pictures or signatures (using TrackVia) of completed work to the work-order certifying that the fixes were done to your standards.

With TrackVia, a leading construction firm has improved the speed and accuracy of quality inspections through the collection of work quality data in real-time. They not only cut their project rework rate in half, but also improved their bid win rate. [Watch this firm's case study.](#)



WITHIN 6 MONTHS, KSI REDUCED AT-RISK BEHAVIOR UP TO 50%



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TrackVia: The Leading Operational Workflow Platform

TrackVia is a fast, easy, and cost-effective way to transform your business ecosystem. With little-to-no help from IT, you can integrate your systems, centralize your data, and digitize your complex processes involving employees in multiple locations. Get ahead of risks before they become realities.

GET STARTED WITH A CONVERSATION

How can TrackVia help you mitigate risks to safety, on-time performance, and quality? [Contact us today to get started.](#)



TrackVia is an operational workflow platform that helps hundreds of companies like Leidos, Honeywell, and KS Industries build applications that improve on-time performance and reduce costs. TrackVia offers the fastest and easiest way to build powerful apps that are business-led and IT approved.