



DOWNER SHINES A LIGHT ON ITS FIELD SERVICE OPERATIONS

Company boosts productivity, increases visibility and saves money by putting modern mobile technology into the hands of technicians working in the field.

Downer



This \$7B Australian-based construction and engineering services company relied on spreadsheets and paper to track and manage large utility projects in the field. It wasn't working. They found TrackVia and immediately improved their business -- and their bottom line.

PROBLEM:

The company lacked any meaningful amount of control and visibility around their field service projects and contracts. All too often, data was inaccurate, out dated or missing. Reporting took days if not weeks to generate. Deadlines were broken and equipment often went missing, and coordination between work crews was practically nonexistent. The root cause of these problems all stemmed from largely relying on paper and spreadsheets to track their field work. They were potentially losing thousands of dollars and jeopardizing their service reputation with customers.

SOLUTION:

With TrackVia, Downer configured an end-to-end workflow system to track and manage their field projects. Workers could access and capture data in real-time anywhere, anytime using TrackVia's native mobile application. Work orders were streamlined, and project handoffs were automated through triggered alerts and intelligent workflow. Equipment and field assets were all accounted for, and flowed easily from one project to the next. Back at headquarters, managers had real-time visibility into project statuses, timelines and inventory.

RESULTS:

Since implementing TrackVia, Downer has seen a significant increase in workflow efficiency. Projects once delayed by weeks are now completed within days or even hours. Better visibility and control over equipment and assets means better resource utilization and reduced repair or replacement costs. The real-time visibility also allows managers at headquarters to identify issues and take action faster, improving on-time project completion and overall project efficiency. In the end, Downer expects a 10x return on their investment with the TrackVia solution.

