SWORDPOINT

Technology Optimizes Communication
BETWEEN THE FIELD AND
THE OFFICE *a case study*

summary:

SwordPoint's core functionality and ability to customize features to fit Putzel's organizational processes has led to improved documentation and communication inside the office and with customers. Being able to standardize, organize and analyze data with SwordPoint's easy-to-use interface undoubtedly saves time and has increased managements visibility in the field.

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CHALLENGE

Putzel Electrical Contractors has been a leading provider of commercial electrical construction and renovation services in Georgia for over a century. The company was struggling with communication between the job site and office-based personnel. A majority of operational processes and reporting were done manually, which was difficult to manage and track. Daily logs, time sheets and tool box talks were being written by hand making the process time consuming and susceptible to errors. When the information made it back to the office by fax or hand delivery it was rarely followed up on unless something was in question. Putzel realized they needed a more streamlined process for onsite project documentation.

SOLUTION

SwordPoint's innovative platform was already configured to provide Putzel with the ability to record job and incident details, daily logs and tool box talks in a quick and efficient manner via tablet. Putzel also needed the software to keep up with employee time sheets. SwordPoint quickly went to work to integrate the feature needed. Now information from the field is easily recorded and is accessible in an organized form anytime, anywhere.

BENEFITS

Since the implementation of SwordPoint's platform, Putzel has improved overall internal and external communication which has led to better management across projects.

The process of tracking and communicating project details, time sheets, and daily logs is more standardized. The company has improved its risk management through better documentation of toolbox talks and incident details while effectively communicating among stakeholders in the project workflow.

Previous manual processes made it difficult to access projects and provided limited visibility and reporting. This automated approach provides increased accuracy, efficiency and accountability. Company management is now using SwordPoint to monitor field activities and to be proactive. Reports are reviewed in monthly meetings with the foreman which has led to a more integrated and collaborative environment between field and office-based staff.

Putzel's management team also sees the benefit in tracking data that is often requested during OSHA inspections. SwordPoint gives Putzel the ability to quickly access safety manuals and records of tool box talks. "If you have the documentation readily available your inspection is going to go a lot better," says Nick Young, Vice President of Putzel. There have been two job site accidents since SwordPoint was implemented and the software has been very instrumental in getting incident details to the proper people in a timely manner.