

# Customer Success

Apartment Express used a paper process to track field work during the day. The inefficiencies caused by this had the company miss job opportunities and slowed the billing process down. With a wireless solution, they are now able to bill out at the end of the workday, and their office staff go home at 5 pm rather than 10 pm.



Company: Apartment Express

Apartment Express (APEX) is a refurbishment company that re-paints large residential apartment buildings in the Richmond VA metropolitan area.

## Challenge:

- Management needed to constantly interrupt their field workers to get updates by phone to understand what work had been done.
- Paint crews wasted time to pick up paperwork from the office and drop it off at end of day.
- Processing the work orders at end of day had dispatchers leaving late at night to have work ready for next day.
- No same day work orders could be done given the inefficient way the work was being processed.

## Solution:

- The company determined that a wireless dispatch system would improve operations and responsiveness and selected JumpStart Wireless' BusinessSuite<sup>®</sup> as the best wireless platform to meet their needs.
- Work orders were now able to be processed into the back-end office software as it was completed rather than end of the day.
- Dispatchers knew what jobs were scheduled for completion and could plan more appropriately for next days work.

## Results:

- The scheduling process now happens throughout the day rather than at the end of the day. This enables the dispatchers to leave at 5 pm rather than 10 pm.
- As the paint crews close out their work orders, the office is able to finish the job process and send out bills.
- Management is aware of the status of all the jobs throughout the day without having to interrupt the workers for a status update.
- APEX is able to keep customers informed with expected arrival time on site and is more proactive in managing customer expectation and commitments.

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