GeoPal mobility solution improves visibility and location tracking while reducing costs for businesses providing field services to the Telecommunications Sector.

Success Story:

A leading provider of civil, structural and electrical engineering services to the telecommunications and utility sectors, working primarily with mobile network operators, electricity network operators and major equipment vendors. Clients include Ericsson, Huawei, Telefonica and BT, with operations throughout Europe.

Before GeoPal:

This service provider manages a large number of field crews providing quality audit survey services to telecommunications operators. Fieldworkers were required to submit a completion document in MS Excel for each job completed, which required them to collate photos, screenshots, videos, and test results captured separately.

On site, it might take 40 minutes to complete a job in the field, however it may take fieldworkers an additional 2 hours to collate the captured data (photos, test results, spreadsheets) and submit the completion document for each job. As a result, many workers completed documents after leaving the field, resulting in a delay in getting the information back to the office for reporting, and a lot of variance in the accuracy of information recorded.

"I would recommend GeoPal to anyone, but I don't want to, because we don't want our competitors to get GeoPal too!"
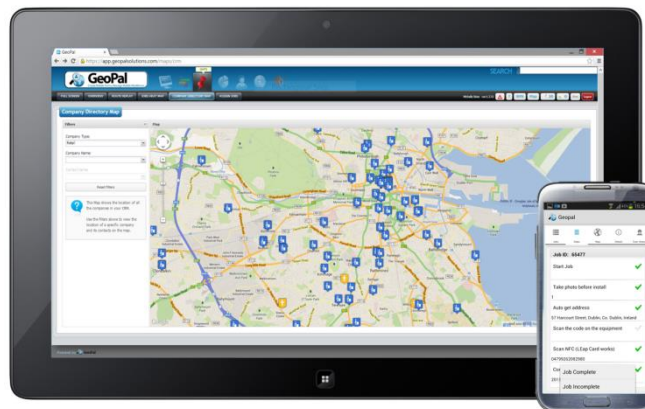

GeoPal – the Solution:

GeoPal is a web and mobile application for creating mobile forms, scheduling and dispatching jobs, and receiving accurate job reports from the field in real time.

Workers carry a GPS enabled smartphone and use the GeoPal mobile app for receiving job details, filling out mobile forms and capturing field information, such as: text, photos, barcode or RFID scans, signatures, voice notes, etc.

All information captured on the phone is automatically sent to the GeoPal web management system. Managers use the GeoPal web management system to configure mobile forms, locate workers, schedule jobs and review reports.

www.geopalsolutions.com   Get started with a 30 day Free trial and see the difference in your business

The GeoPal Impact:

Increased Accuracy in Data Collection and Reporting

"Using GeoPal decreases returns to the job site – engineers don't have to go back and visit the site if they missed something, because all the information is captured accurately first time and reported instantly."

Improved Productivity

"With GeoPal, there are no delays - engineers get the documentation done 'as they go' during the day. We have made submission of the completion document mandatory – the engineers cannot finish the job unless they have recorded all the information using the GeoPal mobile form."

Enhanced Visibility, Location Tracking & Worker Safety

"Another problem GeoPal is solving for us is the ability to track field staff movement and provide lone worker protection. Some crews have vehicle trackers, but some don't, and we didn't have visibility of where they were. With GeoPal, we can see where ALL workers are – not just the ones whose vehicles are tracked. We have many lone workers who do a quality audit/survey – these workers need to check-in regularly, and GeoPal can support this."

Real Time Reporting and Data Analysis

"With GeoPal, we can say here's the progress in real-time to our clients. We can also monitor the progress of all work in real-time and reschedule work if there are any delays."

"GeoPal has reduced our costs and the time between job completion, and creating the customer report, which means we can issue invoices faster and improve our cashflow."