

Case Study

Keystone Excavating Ltd.

Keystone Goes Real Time with a Mobile Workforce Management Solution



Keystone Excavating Ltd. wanted a mobile workforce management solution to streamline job costing, billing and timesheet management. What they achieved with technology from AssetWorks Inc. is a success story that any company needing a better way to manage mobile resources would be wise to emulate.

Challenges

As a leader in the excavation industry, Keystone's manual paper processes and radio communications were no longer making the cut when it came to managing workflow for employees and heavy equipment. Obsolete methods not only led to wasteful time allocation, but also misplaced paperwork and inflated costs. In an effort to improve efficiency, Keystone needed to find technology that would automate their processes.

Solution

The chosen solution from AssetWorks is comprised of Ranger mobile computers and BBX Automatic Vehicle Location (AVL) devices in the vehicles and heavy equipment. AssetWorks Field Service Software runs at the head office in conjunction with HandySoft's BizFlow business process management software.

End Result

With the better time management afforded by this solution, each operator is able to get to their next job more than 20 minutes earlier than before. Keystone's success with this technology is also evident in their return on investment. According to Holly Goulard, Keystone's Controller, "the money we invested in this technology was expected to be returned in three years, and it has been returned in one. That isn't even accounting for the overtime hours we're saving."

Overview

Fleet Size

Over 250 units of heavy equipment

Industry

Construction and Excavating

Products

Field Service Solution in the office
Range and BBX in the vehicles

Return on Investment

- Minimize staffing requirements
- More than 20 minutes saved per piece of equipment per day
- Reduction in overtime pay
- Accurate job costing and billing
- Lower fuel consumption

Client View

In business for close to 30 years, Keystone Excavating Ltd. knows that efficiency is a key to success. With the new solution, dispatchers use AssetWorks Field Service Software to send new job assignments to the appropriate vehicle where they are displayed on Ranger. Ranger facilitates two-way electronic data messaging, delivers job-related instructions to the field worker, and captures login times and equipment codes for job costing.

The real-time location of Keystone equipment is also tracked using the Field Service Software. In addition, reporting tools display historical data, such as which pieces of equipment were in use at certain times, and helps managers identify vehicles that were idling unnecessarily or speeding. Managers are then able to quickly verify timesheets for billing, and address the improper use of vehicles to reduce fuel consumption.

"When I started at Keystone, one timesheet was handled 11 times before being filed," explains Goulard, revisiting some of the inefficiencies inherent in the old manual system. "Now we see real-time hours and know where every piece of equipment is. We're billing the real deal. Our HR department knows who worked when and can verify that information. We've gone from having two people whose full-time job was reviewing job codes and hours worked, to this being only one part of one person's job." Keystone has also been able to downsize its scheduler staffing requirements, as field managers handle these tasks remotely, enabling the removal of four full-time schedulers.

Prior to the automated system, overtime hours were manually rounded to the nearest quarter of the hour. Therefore, Keystone regularly paid for unworked hours of overtime. "When you consider that we hire up to 130 employees in the summer, that's a significant decrease in losses," says Goulard.

When deciding on the system, Keystone estimated that it would save approximately 20 minutes per piece of equipment each day due to better time management, meaning each operator would get to their next job 20 minutes earlier. In reality, Goulard believes the system is exceeding this number.

Mobile workforce management technology is helping Keystone streamline its operations and minimize its overtime costs in order to remain competitive, regardless of the economic climate.



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Holly Goulard, Controller,
Keystone Excavating

For more information, contact an
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