

# resco

Resco Inspections+

## How digital tools bring new levels of productivity and accuracy to field inspections



## How digital tools bring new levels of productivity and accuracy to field inspections

The field inspection process involves technicians and engineers who have deep experience in their field and are often dealing with highly technical equipment and machines. So it is somewhat ironic, and more than somewhat unfortunate, that the field processes themselves are decidedly low-tech, relying heavily on outdated methods.

Recent studies indicate that while the field service industry has made significant strides in digital adoption, but a substantial number of **companies still rely on manual processes for managing operations.**

There are still far too many organizations using processes that are largely paper-based and inefficient, for both inspectors in the field and their managers back in the office.

In this age of digital transformation, it's time to bring digital tools to the inspection process — tools that are mobile, so they can be used by those performing inspections in the field. **Such tools can bring dramatic increases in productivity, with customers reporting tenfold inspection time reductions.**

**"Digital tools can help inspectors go through processes faster, do tasks better, and more efficiently."**

Ivan Stano, Resco

"They also enable the collection of data to help managers see how their teams are performing, provide history of assets at each location, help with scheduling, and generally more effectively manage their teams," said Ivan Stano, the chief operating officer for Resco, a developer of mobile management solutions for field personnel.

The industry appears to be gradually getting the message. The market for field service management software is expected to grow in an average rate of 12.8% from 2023 to 2028, reaching \$7.3 billion by 2028, as MarketandMarkets forecasts. The company puts the current market size at \$4 billion.

## Key challenges in field inspections

Challenges in the inspection process exist both in the field and back in the office.

### Checklist on paper forms

As they conduct their work, inspectors typically go through checklists on paper forms, which then have to be relayed back to the office, where the data is rekeyed into another system — a time-consuming, error-prone task. Often, inspections take place under less-than-ideal conditions, leading to illegible handwriting and incomplete checklists.

Inspectors are also generally on their own in the field, with little access to back-end data and tools that can help address any questions that crop up.

### Remote locations

Those who do try to introduce technology may find they wind up with a multitude of devices and applications. Traditional approaches have inspectors carrying a laptop that runs a field service application, along with a phone, camera, memory stick, and GPS device. It's cumbersome to constantly juggle so many devices, not to mention a drag on productivity. What's more, when using multiple applications, users are forced to spend time on reporting and updating systems.

### Visibility of data

Back in the office, managers have limited visibility into their workforce during the day. They often struggle to effectively schedule their team of inspectors to minimize travel time and get more jobs done faster.

Managers may have limited data on customer sites — for example, which assets are installed

and what their service history is. And they have limited results data, so they can't track asset trends over time to help improve their performance.

## Effective inspection software

### features

What inspectors need is a software solution built for the way they work. Such a solution should have a number of key attributes for both frontline inspectors and back-office managers.

#### Frontline teams

For inspectors, it should be mobile-ready and available on familiar devices that inspectors likely already have, including a tablet, phone, and smartwatch, all fully integrated with one another. Such a solution would enable inspectors to use the tool of their choice at any given time.

Importantly, the mobile application should be able to work effectively in both online and offline modes, because inspections often occur in remote locations with no internet connectivity.

They could also take advantage of features such as a camera and video to provide visual evidence and help speed inspections.

An effective tool will also have tight integration with back-end systems, including customer relationship management tools like Dynamics 365 CE or Salesforce, calendar and scheduling applications, and e-signature software like DocuSign or other services.

Similarly, artificial intelligence can be used to support features such as image recognition, to identify parts and objects.

#### Back-office teams

For managers, an effective inspections tool starts with a calendar function for **managing daily operations**. It should also include a scheduling tool, with the ability to assign jobs to inspectors and send them alerts to new jobs, with an appropriate checklist. AI can also play a role here, by improving efficiency in scheduling and

A screenshot of a mobile application interface titled "Questionnaire". The screen is divided into two main sections. Section II, titled "Section II.", contains a question "How did your household obtain this dwelling?". Below the question is a list of options: "[Clear]", "Privatized", "Purchased from a private person", "Newly built", "Cooperative arrangement", "Swapped", "Inherited", and "Other" (which is selected with a checkmark). Below this list are two radio button questions: "Do you have legal title to the land?" with "No" and "Yes" options, and "How much did you pay for the unit?" with a "None" option. Section III, titled "Section III.", contains a question "Instalment payments for your dwelling?" with "No" and "Yes" options, and another "Do you have legal title to the land?" question with "No" and "Yes" options. The interface is clean and uses a purple and white color scheme.

optimizing routes and personnel.

A location monitor should be included, to give managers visibility to quickly determine which inspectors are in the field, and at which sites.

The solution should include a database housing a history of assets at each location, so managers get the full picture of assets under management and their repair history. Such a database could also be used for **reporting**, enabling managers to see equipment **performance trends** over WWtime, both for internal use and to share with customers.

Consistent data collection and review, backed by AI capabilities, would also let managers identify any trends in component failures, leading to predictive maintenance. It would also let managers easily review completed inspections, whether by individual, time frame, region or the like.



## Resco Inspections+

### All-in-one solution

Resco Inspections+ is one application that covers all the bases in terms of what inspectors and their managers need in a mobile, digital inspection tool.

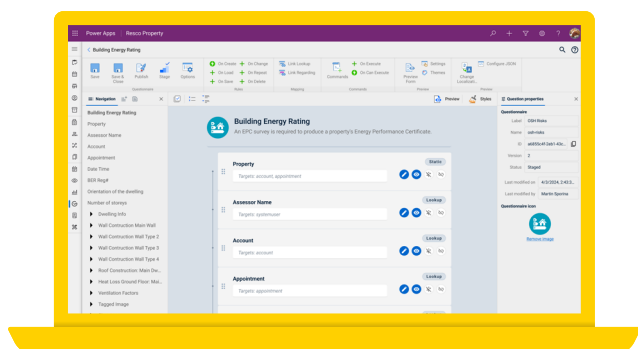
An all-in-one tool that covers all required aspects of the inspection process, **Inspections+ works on familiar tools: tablets, smartphones and smartwatches**. It enables inspectors to use the tool that's the best fit for the job at hand.

**Inspections+ also takes advantage of the built-in capabilities of each device, including the camera, video, memory, and GPS**. There's no need to carry multiple devices, and it's a simple matter to add images, sound or photos to forms or append tags to denote problem areas.

On the back end, Resco Inspections+ integrates with Microsoft Dynamics, Power Platform, Dataverse, and Salesforce. An auto-sync feature means there's no more entering data twice or trying to make out scribbles on paper forms. Inspectors can also generate reports on site and send a PDF of it to the client or their supervisor in seconds.

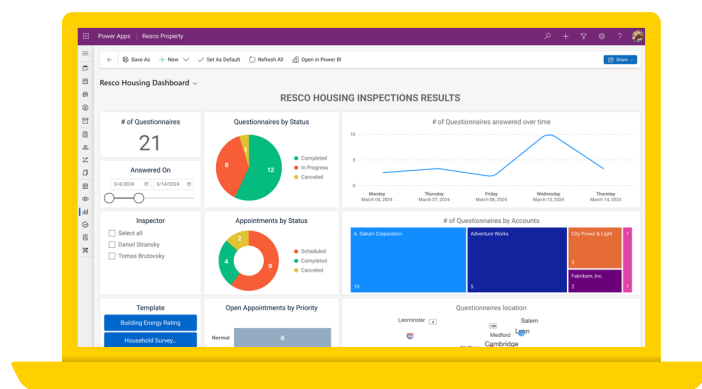
The tool is also **fully functional in offline mode**, enabling inspectors to take complete records even if they have no internet connectivity. It's easy to toggle between offline and online modes; if the internet connection is slow or sporadic, simply switch to offline mode. Inspections+ will auto-sync whenever a connection is available again, so inspectors don't have to worry about remembering to sync after they've been offline.

A built-in calendar enables users to see their assignments and their daily agenda.



Inspections+ also includes powerful managerial features, including:

- **Questionnaire Designer** - a simple drag-and-drop editor to create mobile forms with advanced features like business logic, rules, or smart questions.
- **Report Designer** – a tool to design and create digital reports with invoices, photos, and signatures without coding.
- **Dashboards** – a tool to visualize data insights directly in the mobile or desktop apps with analytical tools like Power BI.



## Success stories

Customers are seeing dramatic productivity improvements with Resco Inspections+.

### Toyota

Toyota Material Handling manufactures, rents and sells heavy machinery, such as forklifts, order pickers, pallet jacks and more. Part of the company's business involves buying used equipment from customers and selling it on the wholesale market.

The typical process involved a salesperson visiting the customer site and inspecting the equipment, including taking photos and making written notes. After five or more such visits in a day, the salesperson would go back to the office and type those notes into a spreadsheet, sort out the photos and copy/paste them into the spreadsheet. The salesperson would then email the spreadsheet to a wholesale manager, who would try to sell the equipment on the wholesale auction network.

By adopting Inspections+ Toyota reduced inspection time from 30-60minutes to just 4 minutes, resulting to a revenue increase of \$350,000 per month.

What's more, inspection data and photos could be automatically synced with Microsoft Dynamics CRM, making it immediately available for wholesale managers.

**"We're able to meet the market with information at a speed that just wasn't even real for us before," said Jason Johnson, corporate marketing manager at Toyota Material Handling.**

**Southern States**  
**TOYOTALift**  
MATERIAL HANDLING SOLUTIONS • SINCE 1952

By making both the salesperson and wholesale manager more efficient, use of Inspections+ has enabled Toyota to put equipment up for sale far more quickly.

[Read the full case study here](#)

### NAI Significa

NAI Significa, a global consulting company, had similar productivity gains with Inspections+ for its real estate valuation services. Coming up with a value for a property involves an inspector touring the property, taking photos and notes regarding construction year, any renovations, type of heating and so on.

**"On average, we save 10 minutes on every inspection since there is no need for communication between**

**the field inspector and the analyst in the office — leading to a 40% increase in efficiency."**

Aljosa Nikolic, Nai Significa

**NAISignifica**

"Now the field inspector just sends the answered questionnaire to the analyst, which only takes a few seconds. It's a straightforward and quick process, and analysts can get on with evaluating the properties immediately."

Another benefit is data is now standardized because inspectors capture data the same way. "Data quality is much better, too," Nikolic said.

[Read the full case study here](#)

## Digitize your inspections

Results such as those Toyota Material Handling and NAI Significa are enjoying make it clear: The status quo will no longer suffice for modern inspection teams.

In an era when we've got tools at hand to deliver both improved productivity and better quality, the days of pencil and paper should be over. It's time for digital transformation to come to the inspection process.

Resco Inspections+ offers the tools necessary for a successful digital transformation, ensuring improved productivity, data accuracy and operational efficiency.



Find out what kind of productivity gains and cost savings you can achieve with **Inspections+**

More info

Get in Touch: [sales@resco.net](mailto:sales@resco.net)

Follow us: [Linkedin](#) | [Youtube](#) | [Facebook](#) | [Instagram](#) | [X](#)

Contact us: North America: +1 (844) 266-0266 | Global: +421 (2) 209-020-19

© 1999-2024 Resco. All Rights Reserved. All other trademarks are the property of their respective owners.