

The background image is a vibrant, blue-toned cityscape at night. It features several skyscrapers, with one prominent building on the right having a distinctive curved, tiered top. The city is overlaid with a complex digital network of glowing lines, dots, and binary code (0s and 1s), suggesting a high-tech or data-driven environment. The overall aesthetic is futuristic and digital.

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How Digital Tools
Bring New Levels of
Productivity and Accuracy
to Property Maintenance

The property maintenance processes involve technicians and managers who have deep experience in their field and are dealing with a wide range of complex equipment and facility services. So it is somewhat ironic, and more than somewhat unfortunate, that the inspection process itself is decidedly low-tech..

A majority of companies (52%) still use manual methods for managing field service operations, including inspections. While that means 48% do use some kind of field service software, many of them use only on-premises solutions, which cannot be used by personnel in the field.

That leaves far too many property maintenance 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 at any property. Such tools can bring dramatic increases in productivity, with customers reporting tenfold inspection time reductions.

“They also enable the collection of data to help managers see how their teams are performing, provide history of assets at each facility, help with scheduling, and generally more effectively manage their teams.”

All service providers appear to be gradually getting the message, since the market for field service management software grew 11.4% per year on average between 2016 and 2021, according to researchers at IBISWorld. The company puts the current market size at \$1.7 billion.

Read on to learn more about how these software solutions can help address the challenges not only in property maintenance inspection processes.



Current Inspection Challenges

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



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.

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.

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.

Elements of Effective Inspections Software

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 inspectors and managers.

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

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 cellular service.

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

Inspection tools should also incorporate advanced technologies such as augmented reality, which can help walk inspectors through unfamiliar jobs. Similarly, artificial intelligence can be used to support features such as image recognition, to identify parts and objects.

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 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 time, 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 Fits the Bill

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

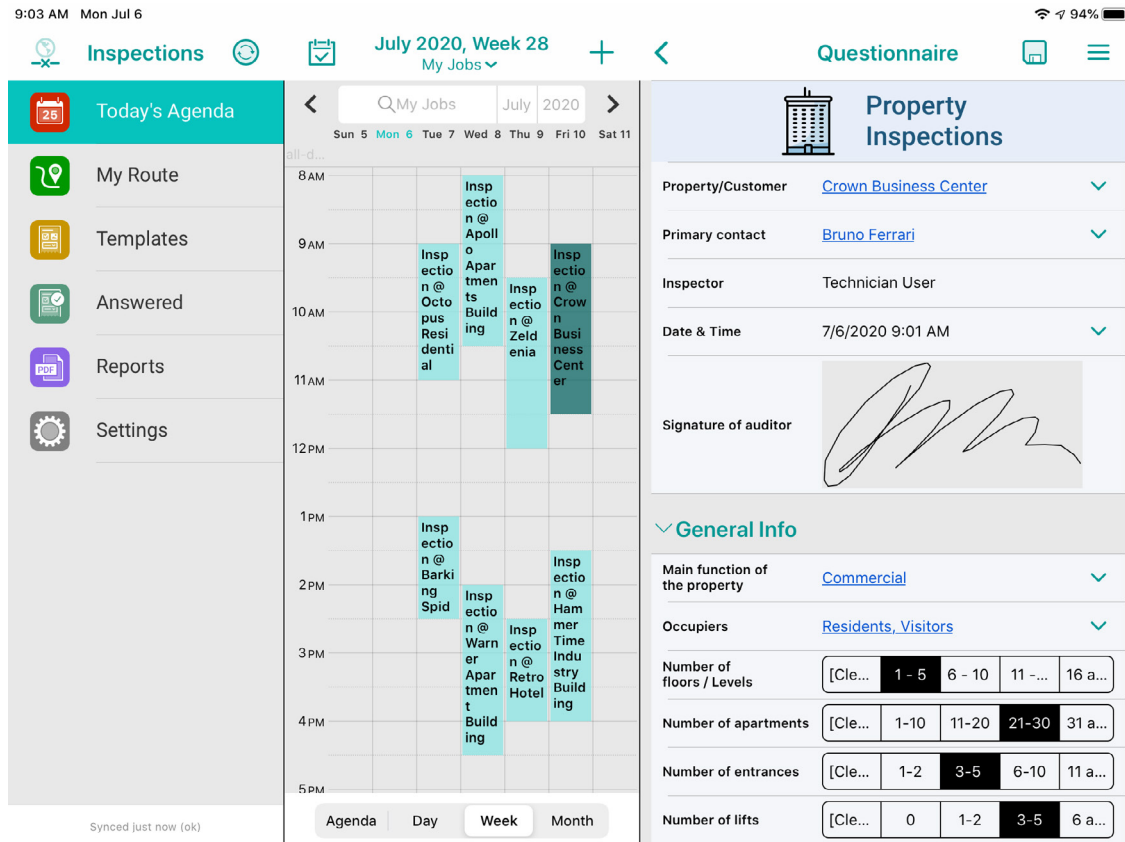
An all-in-one tool that covers all required aspects of the inspection process, Resco.FieldService works on familiar tools: tablets, smartphones and smartwatches. It enables inspectors to use the tool that's the best fit for the job at hand.

The watch version, for example, integrates with the phone. So, if an inspection calls for the use of both hands, the watch could "read" the checklist to the inspector, who gives a voice response to each item while going through the list.

Resco.FieldService 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 integrates with Microsoft Dynamics 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 cell service. It's easy to toggle between offline and online modes; if the internet connection is slow or sporadic, simply switch to offline mode. Resco 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.

Resco also includes a number of tools for managers, including:

- Scheduling tools to help them maximize resources
- A route planner to optimize trips and reduce travel time
- Support for video calls to inspectors in the field, with an augmented reality feature to help walk inspectors through thorny issues

Impressive Results

Customers are seeing dramatic productivity improvements with Resco.

Moat Housing Association is based in the South East of England, building high-quality, affordable homes for those in housing need. They are proud to be one of the top 30 housing associations in the UK. The ability to give frontline staff access to conduct their work while out in the field has long been a priority for Moat.

Starter tenancy visits and tenancy audits have been digitized, meaning meeting outcomes and actions are clearly logged and traceable in the system. They've enabled staff to manage anti-social behavior cases, log calls and visits, view customer and property data, and receive actions from the monthly fire risk assessments conducted by their third-party contractor – all via Resco, on their iPads.

Ultimately Moat reduced estate inspection times from 1 day to 3 hours, shorten property inspection & tenancy audit visit times reduced by 50% (from 40 to 20 minutes), cut administrative support to frontline staff from 1 hour to 10 minutes a day, and much more.

By making both the housing staff and the back office more efficient, Resco.FieldService has enabled Moat to consolidate their data into one secure, central system. Paper-based estate and property inspections have been digitized. And housing staff can quickly complete forms, upload photos, and raise repairs with data automatically flowing to their Microsoft Dynamics CRM in real-time.

Deploy in a few weeks, see results immediately

- First deployment in less than **4 weeks**
[Read case study](#)
- Decrease human error to **below 1%**
[Read blog](#)
- Enhance productivity by more than **50%**
[Read case study](#)



NAI Significa, a global consulting company, had similar productivity gains with Resco.FieldService 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



“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.

Digitize Your Inspections

Results such as those Moat Housing Association and NAI Significa are enjoying make it clear: the status quo will no longer suffice for inspection teams.

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Find out what kind of productivity gains and cost savings you can achieve with resco.FieldService: visit www.resco.net

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