

CASE STUDY:

MAJOR RETAILER SAVES THOUSANDS OF HOURS WITH MOBILE INSPECTIONS

Industry: Retail

APPS USED

- Walk the Vibe Daily
- Auto Door Safety Check Daily PM Checklist
- SFT Time Tracking Log

HIGHLIGHTS

- 1,800 users across North America
- Over 100 custom mobile apps created without IT help
- Data entry eliminated, saving thousands of hours

BACKGROUND

A major retailer in the United States, this company sells a variety of goods from outdoor furniture to cell phones, both online and in their retail stores. Its retail locations reflect some of the brand's key value proposition—design that is smart, fun and affordable.

This level of service is maintained behind the scenes as well. This company's facilities management group works rigorously at every retail location to maintain the company's high standards. The Store Facility Technicians (SFT) inspect each store's interior and exterior. This includes displays, loading docks, HVAC units, and parking lots in the quest to keep each store running smoothly.

Conducting these inspections on paper forms five times a day was taking time away from other necessary work. The corporate group was also struggling because these forms came back slowly from each retail store and required extra work to integrate this data.

SOLUTION

This company decided to go with Canvas, the global leader in mobile apps for business. Thousands of organizations leverage Canvas's cloud based, "Software-as-a-Service" mobile app platform to replace cumbersome paper forms with highly customizable mobile business apps.

Businesses can search from over 14,000 ready-made apps in the Canvas Application store that can be customized to an individual business user's needs. In addition, Canvas offers a do-it-yourself app builder that enables non-technical users to build apps in minutes.

RESULTS

This retailer did a six-month pilot program with a small pool of its SFTs. The pilot was a success, showing boosts in both productivity and accuracy. Then the company expanded the program across North America. With 1,300 SFTs through Canada and the United States, the company set up a system to ensure exceptional user experience. This included an internal website to guide the SFTs, and a web guide to help users get up and running.

A year later, this organization has expanded the program to all of its stores in both Canada and the United States. Today, all in-store inspections are done on Canvas. Each month 70,000 inspections are completed with Canvas on iPad Air tablets by 1,800 users all over North America.

The shift from paper based forms and manual inspections to Canvas mobile apps has delivered significant benefits. Key results include:

Real Time Access to Data

This company leverages Canvas's cloud-based mobile app platform to eliminate paper forms and repetitive Excel spreadsheets in favor of real-time and actionable intelligence, which Canvas is able to deliver.

Employees have moved from lengthy redundant data entry to a streamlined process. Canvas allows for easier transferal from collected data to actionable intelligence.

With all submissions stored in the cloud, Canvas has created an easily organized data system for them. Canvas provides multiple options for data export, which this retailer takes advantage of with bulk Excel file exports.

Prior to implementing Canvas, employees spent hours bringing data from disparate sources together. Now, the company can take all the data from the cloud and integrate it easily into backend office systems. Not only has this organization saved tons of paper, but also hundreds of hours of time.

Rapid App Development

With an intuitive drag and drop interface, Canvas provides a mobile app builder easy for any employee to use, including those not in IT. From one app they now use over 100, all created by their employees.

Flexibility to Meet Evolving Business Needs

As a cloud-based, mobile platform combined with an easy-to-use mobile app builder, Canvas provides this retailer the flexibility to add new features and functionality to any of their mobile apps. As needs evolve and change, Canvas makes editing apps a frictionless process.

For example, this company has expanded its use of Canvas beyond retail store inspections to also track capital repairs required in their corporate headquarters. Other mobile app alternatives make this process cumbersome or costly, weakening the effectiveness of their platforms.

Today, this major retailer continues to save time and money with Canvas. With faster inspections and real time access to data, the company can respond to needs in real time. By spending less time collecting and aggregating data, employees can focus their attention on what matters most: going above and beyond for customers.