

## CASE STUDY:

# THE ONE SWITCH THAT SAVED ACE CONTRACTORS THOUSANDS OF DOLLARS

Industry: Construction

### APPS USED

- Concrete Pour Checklist
- Job Start Hazard Assessment
- Weekly Site Inspection

### HIGHLIGHTS

- Saved \$2,000 in the first four months
- Improved site monitoring
- Strengthened internal communications

## BACKGROUND

**Ace Contractors Group Pty Ltd, is an Australian owned company offering wide variety of services including Civil, Landscaping, Infrastructure, Environmental Management, Water Industry, Electrical, Plant and Equipment. They work not only across Victoria but also have projects in Perth, Western Australia and NB Projects in Ceduna South Australia and Wolumla in NSW. For over 40 years, they have delivered quality projects at the best value to their customers.**

While Ace Contractors was growing across the region and beyond, their paper system wasn't keeping up. Unless they went and audited each site, it was difficult to ensure that their various locations were in compliance. But maintaining compliance with paper required long hours driving to each location.

In addition, each site supervisor was burdened with large amounts of paperwork. Whenever a form needed to be changed, someone had to send it to each of the various sites across the region. Paper forms slowed down their work and hindered organizational communication.

## SOLUTION

In November 2013, Ace Contractors started using Canvas, the global leader in mobile apps for businesses. Canvas provides a powerful App Builder which enables non-technical users to build or customize mobile apps in minutes. Thus the company was able to quickly start using Canvas to replace its paper-based processes.

Canvas's flexible pricing enabled Ace to start with a group of trial users and then quickly expand to site supervisors and project managers.

## RESULTS

With Canvas mobile apps, Ace Contractors has found measurable improvements over paper based processes, including:

### Real Savings

In real terms, Ace Contractors is certain they have saved over \$2,200 in just four months. Michael Spiteri of Ace Contractors believes that, “We have most likely saved a lot more than that if you take into account form revision upgrades that do not require a person going to site with a handful of paper, time and effort to re-print, and being able to instantly be informed if there is an issue on site.”

With less time and effort, they receive accurate information in real time and can focus on finishing great projects. As Michael puts it, “Being able to know what is happening on your site is priceless.”

### Improved User Experience

Collecting data on site has improved with the Canvas mobile experience. No longer do employees need to go and check on each site. Instead, they gain external validation with photos, GPS location capture, and automatic time and date stamps.

### Improved Monitoring

Previously, Ace Contractors’ major pain point was the cost of time and labor it required to monitor various sites. Employees would have to travel vast distance to monitor sites across various Australian states. With paper forms, it took longer to fill them out as well as return them back to the office.

From the beginning with Canvas, Ace Contractors saw this pain point significantly reduced. With Canvas, all inspections are sent immediately to the cloud. Thus, the central office receives the report the same day it is finished. This allows for real time understanding of various sites, and significantly reduces labor and transportation costs in monitoring and compliance.

### Strengthened Internal Communication

With paper forms taking days to return back to the home office. This delay disconnected the home office and the various sites. It would take days to understand what had occurred on site, weakening the internal communication of this company. Ace Contractors isn’t the only business struggling with this issue: PWC found that up to 11% of forms in all businesses today are actually misfiled or lost<sup>1</sup>.

Switching to Canvas has removed the issue of lost forms and strengthened communication between the sites and senior management. Real time access to information allows the office to have a clear understanding of what happens anywhere in the field.

All inspections are sent immediately to the cloud. Ace Contractors no longer struggles with gaps in information or understanding. This streamlined process helps both the office and various sites have the same understanding and creates clearer and faster channels of communication.

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<sup>1</sup> Lavelle, Ronan. “Only 1% of EU Businesses Achieve a Paperless Office”. **Real Business**. 1/17/14.

<http://realbusiness.co.uk/article/25232-only-1-of-eu-businesses-achieve-a-paperless-office> 3/1/14.

## **Flexibility to Meet Evolving Business Needs**

As a cloud-based, mobile platform combined with an easy-to-use mobile app builder, Canvas provides Ace Contractors 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 instance, as safety regulations change, it's easy for Ace Contractors to update their safety inspection app based on their new needs. With Canvas, it's a simple drag and drop interface that anyone can use. Once the edits are made, they can be shared with all of their users in real time. What once used to take days or weeks to fully implement now happens within minutes.

Other mobile app alternatives make this process cumbersome or costly, weakening the effectiveness of their platforms. With Canvas it is a frictionless process at no additional cost.

Ace Contractors have moved their most commonly used forms to mobile apps, including Mobile Plant Entry Permit, Weekly Site Inspection, Handover Certificate, and Excavation Permit. They aren't stopping there though, they're looking at ways to transition other forms to Canvas too! Once a form is created or edited, it is immediately available to users no matter where they are.

**Today, Ace Contractors enjoys a faster, real time experience with the Canvas mobile app. With their workforce eager and excited by the mobile experience, they are only seeing the beginning of what mobile apps can do for their growing business.**