

Xora Case Study

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— General Manager, Manufacturing and Installation Company

Custom Door Delivery and Installation

Situation

One of the Southwest's premiere custom door manufacturers specializes in the creation of custom and semi-custom cabinet doors. The company manufactures and then delivers and installs the doors. They manage a fleet of drivers and installers who make daily deliveries across Southern California, Las Vegas, Nevada, and Phoenix, Arizona.

Challenges

The company implemented Xora mobile workforce management software because they had little visibility into the activities of their installers. The company wanted a way to monitor the installers to verify that they were on task as well as on schedule.

Solution

Xora has helped the company enforce accountability for its staff. The company now knows where drivers are throughout the day and how they spent their time. If there are questions about how time was spent in the field, The company's management can use the data collected by Xora to open a discussion with its installer. As the General Manager explains, "We ask them 'why were you here?' or 'why did you take that route to get there?' It's literally that easy. The benefits are huge."

Results

Since implementing Xora, the company has more visibility into the activities of its installers. Drivers are more accountable for their time, which helps the company save on billable hours. Says the company's General Manager, "We always know where our drivers are and how they spend their days. We know the questions to ask if there is ever concern about a route a driver took or a stop a driver made. Xora is a great system. It's invaluable to us."

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