

# Xora Case Study

“Xora’s Web-based and wireless functions let us know exactly where each of our workers is at any given time, and exactly when they get to their assigned locations. It makes it a lot easier to direct our field operations.”

— Val Goble, Administrator, Belfor USA

## Situation

Belfor USA is part of Belfor Holdings, the world’s largest disaster restoration company, and is the premier provider of property recovery services in North America. With 48 offices throughout the country and more than 1,500 restoration specialists on its team, Belfor USA can respond immediately with experienced manpower and specialized equipment to quickly stabilize any disaster scene. In addition to property restoration after a disaster, the company also provides data and document recovery and restoration of machinery and electronics.

## Challenges

Belfor’s office in Tucker, Georgia, was looking for ways to track the activities and hours of its estimators, construction crews, and production workers who travel from state to state as needed. Administrator Val Goble said that her company has had crews working on commercial property restoration in areas hit hard in 2005 by Hurricane Katrina, such as Ocean Springs, Mississippi, and Chattanooga, Tennessee.

“We had an ‘honor system’ for getting on-site and activity information from our employees. They were required to call the office to give us their status and location information, but most do not have time to do so,” Goble said.

“Our only way of trying to get employee accountability was to match up this self-provided information against the monthly phone bills. And that still didn’t give us a way of determining whether employees were claiming more hours than they actually put in.”

## Solution

The company had heard about Xora software from a sales rep who explained

the benefits and features of the mobile workforce management software solution. The solution would resolve multiple concerns for the company, so Belfor signed up to install it on the handheld devices of 17 initial users.

“Xora’s Web-based and wireless functions let us know exactly where each of our workers is at any given time, and exactly when they get to their assigned locations,” Goble said. “It makes it a lot easier to direct our field operations; if we need to locate and contact workers to send them from one site to another, or need to let clients or other Belfor personnel know the travel status or ETA of workers, Xora does it.”

Belfor’s employees use Xora’s time-capture function to record when they go on and off duty. The company compares that captured information with the employees’ paper time and activity sheets. “Using Xora to double-check the accuracy of claimed work hours has really cut down on ‘padding’ problems,” Goble said.

Goble said the Xora-enabled phones were a little intimidating for some workers at first, mostly because their comfort level with technology tended to be lower. But she noted that employees have adjusted very well over time, and that overall, they have found the solution very easy to use.

The company uses the system’s speed-monitoring function to improve the safety of its vehicle operations. The system alerts both the driver and the office when speeding is detected. “If the driver doesn’t slow down when alerted, the office contacts the driver to issue a friendly ‘reminder.’ Because we also get a record of all speeding events and can connect them to individual drivers, we can take more

## Belfor USA

extreme action as necessary. And if we get a call from a concerned citizen claiming that one of our trucks is being operated in an unsafe way, we’ll know which truck it is and who’s doing the driving,” Goble said.

## Results

As a result of Belfor’s initial pilot of 17 users, the company figures that Xora is already saving the company more than \$1,000 per month on labor costs alone. “The main reason Belfor’s Tucker office implemented Xora is to help keep everybody honest. The system has met this objective very well, and that alone justifies its cost,” Goble noted.

Belfor has also been able to decrease the amount of “padding” on employee timecards and has realized significant monthly savings in labor costs alone. The company has enjoyed increased driving safety among mobile workers because the solution provides visibility into daily operations.

Since implementing Xora:

- Belfor has realized a savings of at least \$1,000 per month in labor costs, due to stricter control over how employees record their time.
- Administrators are better able to direct field activities from the office by tracking locations and travel time.
- Employees are more careful about excessive speeding, so they are safer on the road.
- The company is considering taking advantage of other solution features, such as electronic timecards—which will result in less paperwork around the office.

Contact Us visit: [www.xora.com](http://www.xora.com) e-mail: [sales@xora.com](mailto:sales@xora.com) call: 1.866.MAP.XORA

