

“The time savings have been tremendous, but the biggest benefit to Xora is in the customer service. Prior to Xora, we could tell customers their appliances would be delivered that day; now we can say in a two or three hour window. Xora helps us to forward our mission of delivering good products at a great price, when the customers need them.”

—Jackie McCarter, Dispatcher at Allstate GES

Allstate GES



Benefits

- ▶ Automating timesheets and work order management helps eliminate liabilities and miscommunication
- ▶ Greater visibility of real-time information to better manage drivers and installers
- ▶ Implementing Xora resulted in a time savings of 50 minutes to two and a half hours a day

Solution

In July 2006, Allstate began using Xora GPS TimeTrack™, which runs on GPS-enabled cell phones, to improve the process by which it tracks the location and job activities of delivery drivers and appliance installers. Drivers and installers use the Xora application installed on their phones to record when they arrive and leave a job site by inputting job numbers into the phones. As a result, Allstate knows the exact amount to bill each customer.

From a drop down menu on the phone-based Xora service, drivers and installers also capture specific details about each job, including any problems they encountered. Using the phone's keypad, Allstate's field staff jots short notes, such as "concrete was wet" or "site not ready for installation," that are available in real-time to office staff in the form of web-based business reports.

Allstate has taken the process of field staff data capture to a more advanced level by incorporating JobPix™, a camera feature provided by Xora. Drivers and installers use cell phones to snap pictures of the job site to attach with job information, so office staff can view all relevant information all in

one convenient report. The combination of pictures, job start/end times and job status data provides Allstate management with a comprehensive view of field activities.

In addition, the Allstate dispatching department checks web-based reports 4-5 times a day to ensure that drivers are taking the best routes possible.

Results

- ▶ Time savings of 50 minutes to two and a half hours per day by cutting the number of phone calls from the office to field workers in half.
- ▶ Reduced customer delivery time window from one day to just two or three hours.
- ▶ Automating timesheets and work order management helps eliminate liabilities and miscommunication.

Challenge

Improve the process of tracking the locations and job activities of delivery drivers and appliance installers.

Situation

Allstate GES Appliance Inc. was founded in 1970 and quickly became a popular choice for Arizona's home appliance distributor / installers. Delivery drivers and appliance installers are based out two different warehouses in the Phoenix area, and travel from job to job throughout the day. Allstate managers had limited visibility into field activities.