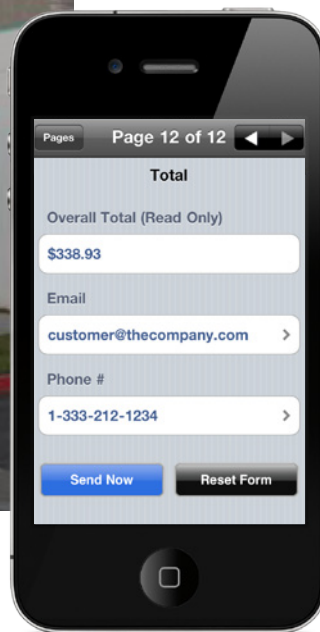


Case Study

ProntoForms for Facility Management



“We installed ProntoForms on iPhones for our field workers. The forms are basically in the same formats as they were when we used paper. But the result has been an incredible savings on time and productivity.”

*– Mark Strumwasser, President
Sunshine Rentals*

For more information: www.prontoforms.com



Decades ago, the instant communication technology in Star Trek was considered a silly fantasy. Today, real-time results are becoming an expectation in business. Houseware Rentals is a great example of how real-time results have enabled them to take their processes to the next level.

A furniture and houseware leasing and rental company in California, Houseware Rentals works with insurance companies, corporations and the government to ensure employee and client apartments and accommodations are prepared and maintained. Naturally, a major component to its operations is having workers in the field on an ongoing basis.

“On a typical day, we have six teams in the field, two per truck, making as many as six to eight stops,” explains company President, Mark Strumwasser, whose field employees deliver items and carry out inspections as part of their duties.

As rentals terms range from 30 to 90 days, turnover is high in this business. Thus, Houseware’s staff has to be on the ball when it comes to its processes.

For the longest time, Houseware processes included a litany of paper forms. Field workers had to lug out a multitude of paper forms into the field and keep them all separate and orderly – not always an easy feat.

“With paper forms, the pressure was always on the workers to write very neatly and to always use a black pen. But forms can fall off a clipboard or become wrinkled. Some of the forms were portrait size, some were legal size. It wasn’t an ideal situation.”

Fortunately, Mark and his team came across ProntoForms, a digital form alternative for any mobile device. The customizable business solution ties in with any back office system and enables users to fill out forms and instantly file them for real-time results.

In addition, mobile devices equipped with ProntoForms can capture signatures, photos and even barcodes. The application also has lookup table capability to access client or inventory information and skip logic, letting users auto-populate or skip over various form fields.

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With ProntoForms deployed in the field, our employees can now carry out an inspection, take pictures of any questionable apartment issues and integrate the images directly into the forms, before instantly filing their reports. This way, office personnel have a chance to help assess any situation before the worker has left the premises.

“Back at the office, we can open up the report in PDF form on our end, it’s very convenient. Because our field team is able to file data in real-time, we’re able to ask follow-up questions and even have them check on other apartment concerns, if need be.”

The additional speed in processes has allowed Houseware to invoice clients same day, a newer, more efficient element within their processes.

ProntoForms has been a tremendously positive addition to Houseware Rentals, with all field workers buying in to the new way to do business.

“We have one worker, Hymie, who didn’t even have a cell phone. He was a little apprehensive. But after learning how to use ProntoForms on an iPhone in relatively no time, he wondered how we ever got along without it all this time.”



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