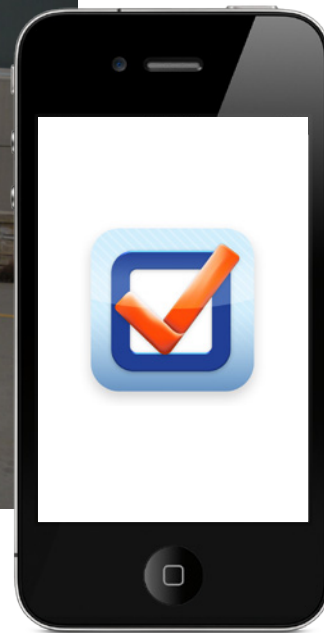


Case Study

ProntoForms for Transportation



“ProntoForms has saved us up to 40 hours in labor a month. Before using ProntoForms, we were employing additional office staff to go through paper billing and enter the data electronically.”

*– Jim Wilkie, Fleet and Facilities Director
Link Associates*



Business on the Move

Like any non-profit organization, Link Associates is always looking to save money in order to provide the best possible services to its community. Providing a litany of services, including transportation for those with intellectual disabilities, as well as their families, Link Associates is a vital entity for many families in the Des Moines, Iowa area.

"We serve over 1,200 people who really count on our services," explains Jim Wilkie, Fleet and Facilities Director for Link Associates. "Transportation is one small part of their lives, but it helps them get to work and reach their basic personal goals."

In terms of their transportation services, Link has a roster of 50 drivers who are dispatched all over the community. The sheer demand for Link's services created somewhat of a logistics issue.

"We have roughly 7,000 trips a month to document and invoice on, so we were looking to simplify the process."

Through his AT&T wireless carrier, Wilkie was introduced to ProntoForms, a mobile application that converts paper forms onto any smartphone or tablet. In addition, ProntoForms also includes features such as geo-location stamps, time stamps, lookup tables, and more.

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"I see the incredible annual savings by using ProntoForms. For a non-profit operation like Link Associates, saving tens of thousands of dollars a year is simply critical to our well-being."

However, integrating ProntoForms was not without its challenges for Wilkie and the Link Associates team.

"We deployed ProntoForms on our iPhone devices. With most of our drivers being retired individuals, technology can sometimes be a challenge. We have encountered some driver error."

Fortunately, Wilkie says he and the ProntoForms Pro-Services team, as well as AT&T Support, are all working well together to come up with driver fail-safe solutions.

Another aspect to ProntoForms that has really benefited the Link Associates team is the geo-location stamp. Now, drivers are able to prove they reached a given destination thanks to the ProntoForms feature. Should any miscommunication or situation arise, the driver can always point to the locale stamp and show the consumer or dispatcher that they indeed managed to reach the specified destination.

The use of ProntoForms by Link Associates continues to evolve. Wilkie has a vision for the future of his fleet and ProntoForms is definitely part of the equation.



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