

CASE STUDY

AAA fuels productivity engine with ProntoForms

BUSINESS GOALS

Complete 15,000 service calls per month
Mobilize and streamline vehicle inspection process

RESULTS

750 hours saved every month on service calls
Faster response times to service calls

The Challenge

AAA Carolinas is one of the largest and fastest growing AAA clubs. Headquartered in Charlotte, the club has over 1,300 employees and offers a wide range of services, including emergency roadside assistance, travel and touring information, insurance counseling, and automotive repair. The club completes roughly 500 service calls every day, totaling about 15,000 monthly.

AAA's drivers have to conduct vehicle inspections before heading out on their shifts - a process that used to be relegated to pen and paper.

"Our pre-trip inspection process before ProntoForms was very clunky and convoluted," says Jody Smith, Manager of Fleet Operations.

"It was a lot of paper, a lot of running back and forth, a lot of copies, a lot of ink," says Gil Vasquez, Fleet Branch Manager. "Forms were getting turned in damaged, barely legible. We needed a change. We needed something better."

Researching older forms was also a difficult task. "There were a number of places you had to search and a number of people you had to call in order to get these forms and collect the data needed for investigations," says Vasquez.

ProntoForms has saved drivers three minutes per service call - or 750 hours every month.



The Solution

AAA Carolinas adopted ProntoForms, the leading mobile forms solution that allows users to effortlessly collect and submit detailed and accurate data from the field.

Drivers are now completing their pre-trip inspection forms on mobile phones and tablets and submitted forms are automatically uploaded to Box as PDF files. The system also includes geo-stamps and signature capture that prove that AAA members were on site and that the member signed off on the provided services.

"Being able to get everything done on one device has changed things dramatically," says Vasquez.

The Benefits

Removing the paperwork bottleneck is far from the only benefit of adopting ProntoForms.

"We've seen a decrease in the amount of time that a driver spends on location with a member, resulting in faster response times and the ability to get to the next call quicker," says Smith.