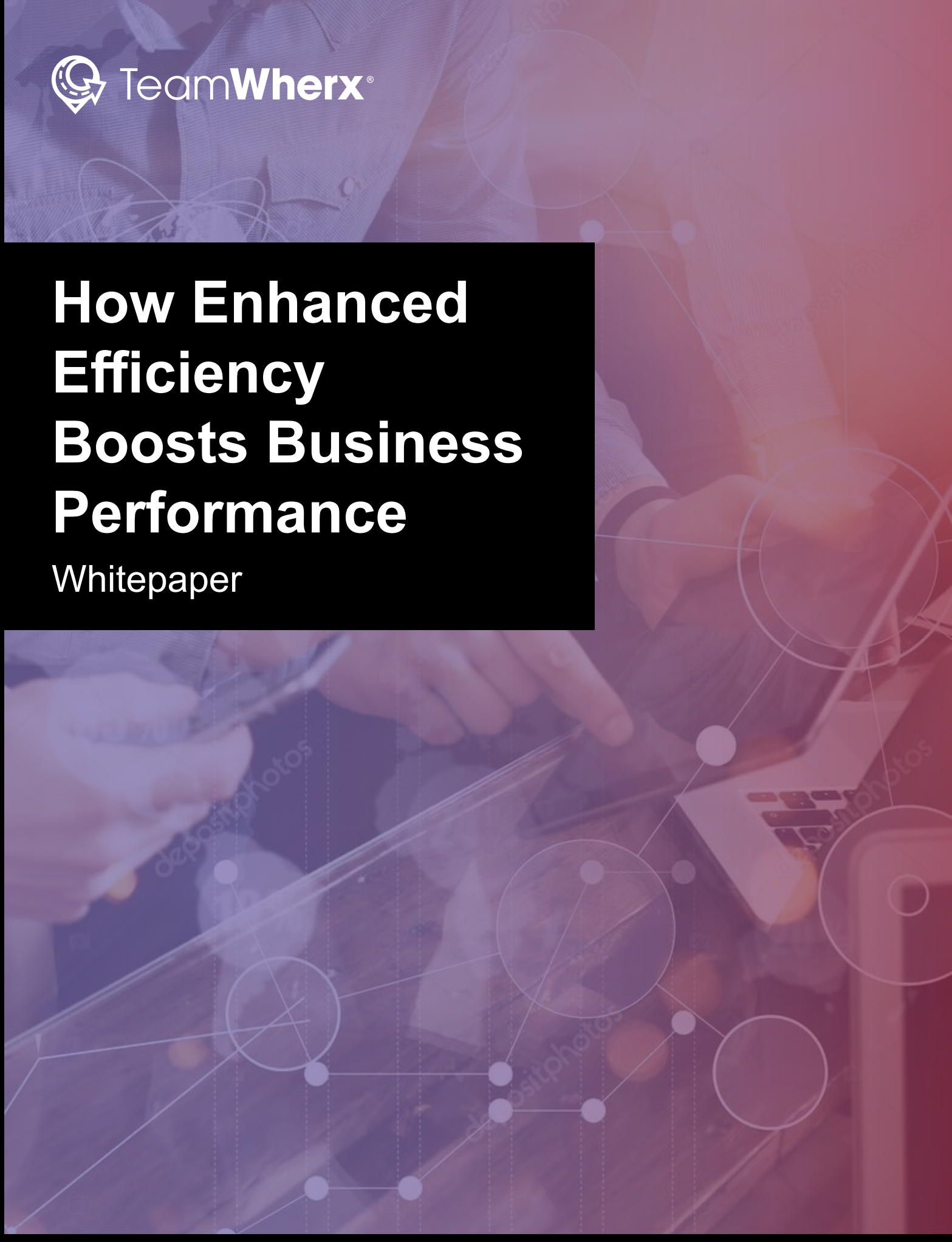
TeamWherx®

How Enhanced Efficiency Boosts Business Performance

Whitepaper



Introduction

The term "efficiency" refers to the peak level of performance that uses the least amount of inputs to achieve the highest amount of output. Efficient businesses reduce the number of unnecessary resources used to produce a given output – including employee time and energy – as well as materials and equipment.

This whitepaper explores why efficient workflows are critical, how efficiency improves business performance, and what companies are embracing to enhance efficiency.



Why is Efficiency Critical for Businesses?

Automation is the process by which manual tasks are performed using the power of digital tools. Machines and devices can reduce (or assist with) the manual workload and improve employee productivity.

Efficient workflows can directly impact how productive employees can be and how profitable an organization can become. Efficiency reduces frustration for employees and idle time on the clock. Smarter and streamlined operations also empowers teams to collaborate and accomplish more for their organizations (and customers) each day. Delays, inaccuracies, or disconnects in your business's workflows can impact timelines, which directly hurt your overall reputation and results. Pursuing efficiency will generate higher output during routine operations and ensure your company is primed to boost its revenue.

Workforce efficiency can be enhanced by evaluating operations. The following questions can help leaders look at the tasks their employees perform every day and ask:

1. "Where can we be more efficient?"
2. "How can we be more efficient?
3. "Why must we change our operational processes?"
4. "How can efficiency improve the customer experience?"
5. "What tools will help us optimize our valuable assets – our employees' time and our materials/equipment?"

Many companies now embrace hybrid workforces – with some employees based in the office, some in the field, and/or others at home at any time. As employees are geographically dispersed, company leaders need to virtually ensure employee engagement, output, and completion of assigned tasks – in the most efficient and effective way.

Efficiency's Impact on Performance

A 2022 Gallup study highlights that highly engaged business units achieve a 10% difference in customer ratings and an 18% difference in sales1. The study indicates that engaged employees are:

- More present and productive.
- More attuned to the needs of customers.
- More observant of processes, standards, and systems.

When taken together, the behaviors of highly engaged business units result in a 23% difference in profitability[1].

Alas, employee engagement can be hindered when necessary (and sometimes) tedious tasks limit employee bandwidth. This is where efficiency can enhance your business processes – and your employee engagement:

- Projects are completed faster – and with greater attention to quality measures.
- More customer requests are accepted.
- More time is available to focus on developing strategies to drive greater growth.

Efficiency is only one side of the coin, per HBR[2]. Bain & Company's Michael Mankins writes that companies should be more focused on productivity, which has greater implications for top-line revenue[2]. Their research indicates that the average company loses more than 20% of its productive capacity — more than a day each week — to "organizational drag." This refers to the structures and processes that consume valuable time and prevent people from getting things done[2]. To boost productivity, leaders must seek to eliminate organizational drag at every turn by:

- Simplifying their org structure and aligning their operating model with the true sources of value in their business.
- Finding new ways that allow employees to focus their time on delivering for customers and shareholders.

What Companies are Using to Drive Efficiency

From your back-end processes to your employees' daily tasks, digitization can open up your workforce's capacity to take on more revenue-driving projects and serve more customers.

Forward-thinking companies are embracing digital transformation to drive more efficient processes and workflows. In Business News Daily, Neil Cumins lists increased automation as one of the top 11 small business tech trends of 2023[3]. According to a Grand View Research report, the U.S. market for productivity management software is expected to grow at an annually compounding rate of 13.8% between 2022 and 2030[4]. In Forbes, Kathy Haan writes that almost all (97%) surveyed business owners believe ChatGPT will help their business and nearly two-thirds (64%) of surveyed business owners believe AI will improve customer relationships[5].

Workforce management software is also essential to company operations. The app's power lies in its ability to automate data collection and manual processes, such as:

- Remote, deskless, and/or field operations: Timekeeping, inventory management, customer satisfaction, etc.
- Office operations: Scheduling, time tracking, asset management, etc.
- Integrations with additional third-party applications: Payroll, document sharing, etc.

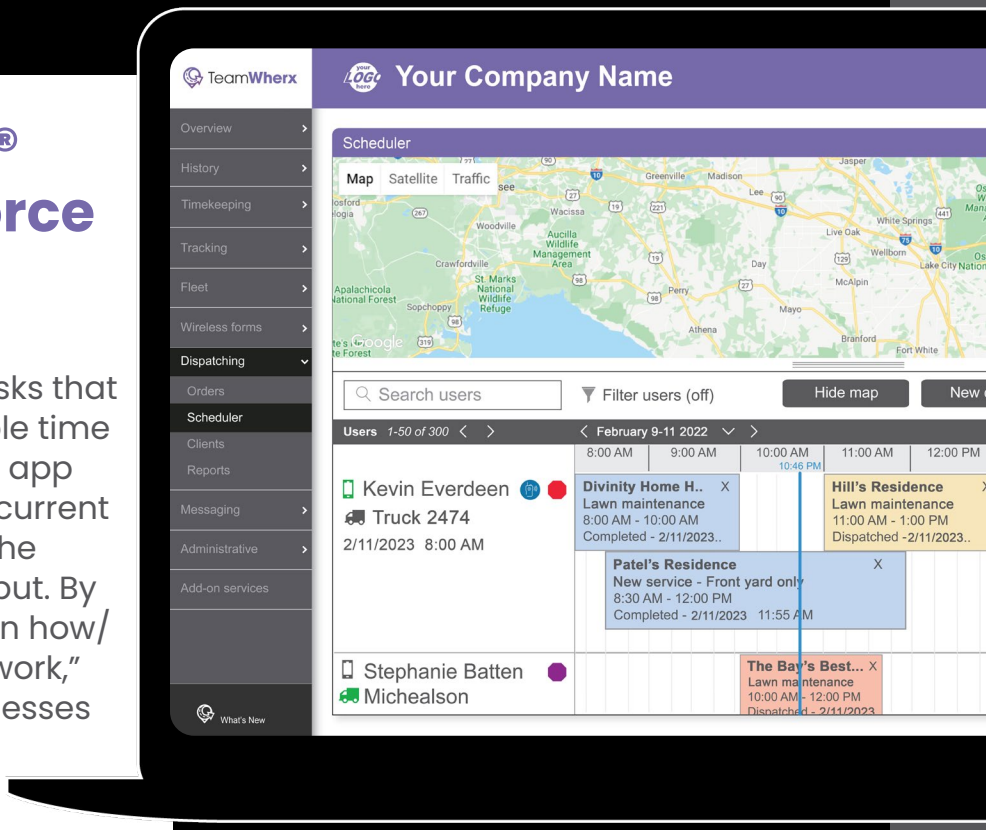
How TeamWherx® Enhances Workforce Efficiency

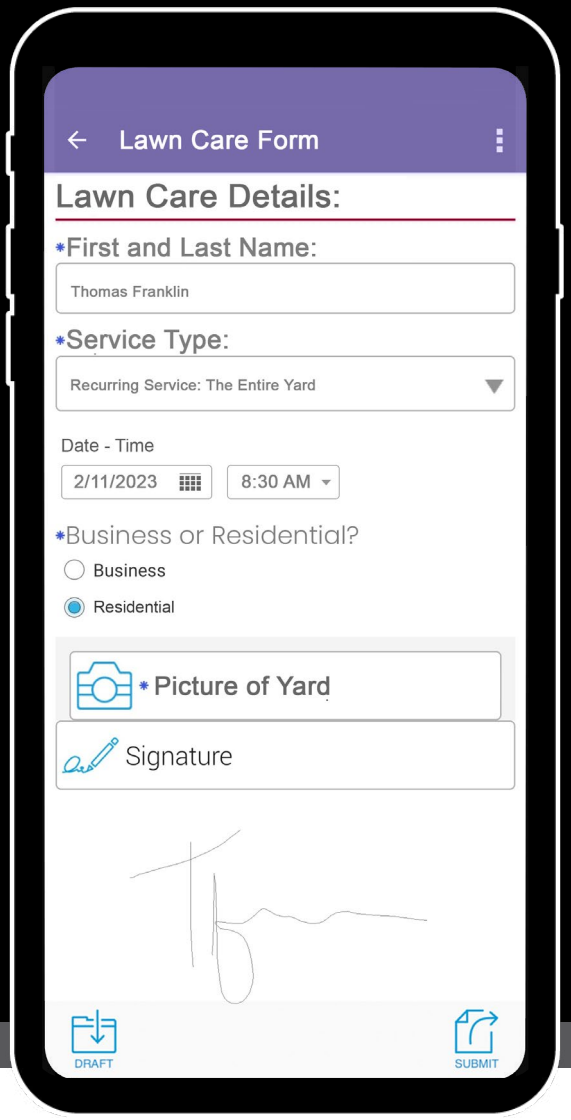
Actsoft's TeamWherx® platform digitizes the routine, manual tasks that "cost" your organization valuable time and money. Employees use the app to submit data regarding their current work activities; managers use the dashboards to analyze the output. By collecting and reporting data on how/when/where your employees "work," you can identify the costly processes that need to be retooled.

"Companies need a practical, predictable, and profitable solution to enhance workers' output without investments in additional FTEs," said AnnaMaria Turano, Actsoft's chief marketing officer. "TeamWherx® is designed to digitize and streamline every step of the job cycle and boost business performance."

Job Dispatching: Accelerate customer response by efficiently routing available field employees to nearby jobs. Increase service quality by digitally sharing job details with workers.

Wireless Forms: Drive more accurate data collection with decision logic and Form Workflows. Increase speed of submission by allowing forms to be completed and submitted on mobile devices.



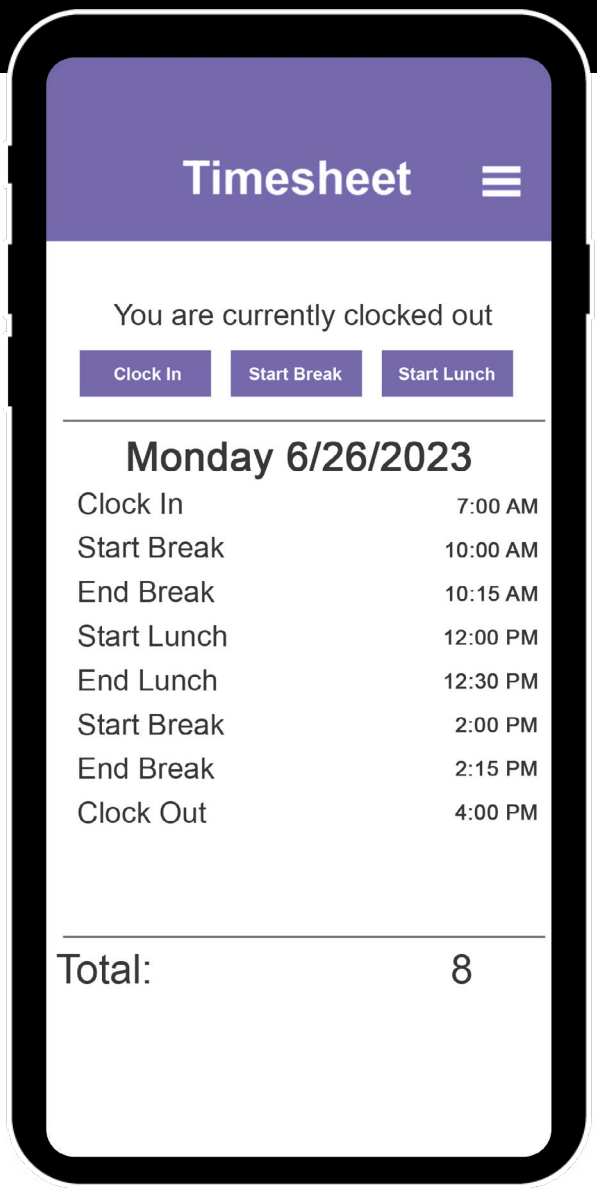


Mobile Timekeeping: Reduce costly and unnecessary OT expenses by allowing employees to clock in/out from mobile devices. Enhance time tracking data with GPS and timestamps.

GPS Tracking: Enhance productivity by monitoring locations of field employees, company vehicles, and assets. Track valuable resources and strengthen accountability.

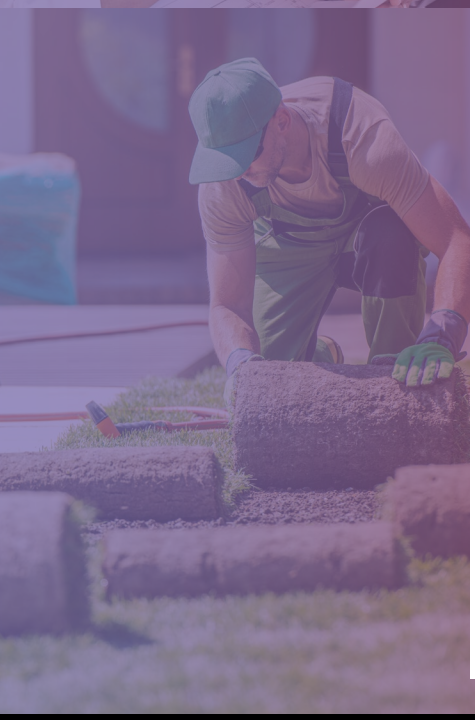
Intra-Company Messaging: Prevent project delays by responding to employee questions or emerging issues. Share company and/or project updates on-demand.

API Integration: Minimize manual and duplicative data entry by exchanging data automatically with many third-party applications. Extract more value by being able to exchange data across systems and gather real-time insight on employee performance.









Where TeamWherx® Resulted in Greater Efficiency:

Learn how our solution helped various companies improve their efficiency.

Construction Company:

A residential construction firm needed to improve their safety and compliance process. The firm also sought a standard method to inspect a home upon job completion. With the power of TeamWherx®, employees completed required forms on their mobile devices – increasing the detail, accuracy, and speed of the submitted data. As a result of our software's Wireless Forms capability, the firm met project timelines and increased customer satisfaction and referrals. Downtime was also reduced, as workers' forms were quickly approved and next steps were then readily communicated.

Property Management Company:

A property management company relied on tenants calling in with requests or manually submitting paper forms. This process naturally resulted in drawbacks like slow service, inefficient scheduling of repair techs, and confusion when it came to assigning and processing maintenance requests. With Public Forms, tenants submitted their requests from their mobile devices. The property management company then used the Job Dispatching feature to digitally assign open work orders to available techs. Workers received key job details on their mobile devices, which helped them increase tenant satisfaction by speeding up the repair process.

Landscaping Company:

A landscaping and lawn care company found that their manual processes hindered employee efficiency before, during, and after a job. "Taking inventory" previously required paper forms. Job assignments were communicated via sticky notes. And, the office manager was bombarded with customer phone calls regarding new services and status updates. With the Wireless Forms of TeamWherx®, landscapers conducted inventory digitally. The GPS Tracking and Job Dispatching features gave the office manager insight into the positions of the landscapers (as well as vehicles and assets). As a result, new assignments were quickly assigned and customers' concerns were readily resolved.

Conclusion

Boosting your workforce's efficiency helps increase productivity and profitability in virtually every area of your operations.

With tools like TeamWherx®, your organization enhances business performance at each stage of the work order cycle. Schedule a quick, free demo to see how our all-in-one workforce management app can increase your company's efficiency and excellence.

Sources:

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