

Customer:

Large Property Management Operator with over 1,000 sites in USA

Customer Size:

15,000+

Country or Region:

USA in 41 States

Industry:

Property Management

Customer Profile:

Large property owner with over 5,000 buildings across 40+ States

Services:

Data Collection & Acquisition Tools (DCAT[®])

- Design & creation of PDA Forms
- PDA User, Site & Client Administration
- Webserver Administration
- Information Management
- Data Scrubbing
- Analytics
- Forecasting & budgeting

- Infrastructure Management
- Systems / Equipment Standards
- Performance specifications

For more information about other

RD³ Mobile Solutions

success, please visit:

www.RD3inc.com

DCAT[®] PDA MOBILE FORMS

Situation

Client has the need to have 25 field staff inspect ABOUT 1000 sites annually to conduct a building condition assessment (BCA). The primary focus of the BCA is to identify capital deficiencies, scope a rough order magnitude and ROM budget, and feed back into a centralized budget management system to build the ensuing year's capital budgets.

The inspection comprised of 33 general question groups that if a deficiency is identified in a group it triggers sub-sections questions; more than 750 questions. The inspectors used a multi-paged printed form to collect the field information, then re-entered into the Excel workbook, sent for data-scrubbing and import into the budget forecasting database.

Actions

A Data Collection & Acquisition Tools (DCAT[®]) PDA mobile solution was designed and implemented for the BCA. The Excel form was broken into 12 inspection DACT forms based on the CSI categories. The DCAT form development cost was less than \$5,000 compared to the lowest custom PDA application of \$80,000. Each had similar monthly hosting & service fees of \$60 per user but the DCAT had unlimited forms.

Results

The results were a 55% reduction in time to submit these forms – table below illustrates the time reductions. The estimated annualized labor efficiency gains with this DCAT implementation was ~\$72,000 – basically an added full time equivalent person in productivity. This efficiency gain allowed them to expand services without hiring a new person and explore a number of other DCAT applications with no additional monthly fees (unlimited forms).

Scorecard

One-time savings compared to PDA custom application ~\$75,000.

Neutral for monthly fees ~\$60 per user for both custom & DCAT solutions with a 3 year total cost of \$23,000.

Labor efficiency gain ~\$72,000 annually.

ROI¹ = 313%

Simple Payback – 3.83 months

¹ Three (3) years of monthly services fees included in the ROI calculations.