

**Customer:**

Fuller Management Services

Property / Facilities Management  
Company

**Customer Size:**

7,000,000 SF under management

**Country or Region:**

Regional

**Industry:**

Property Management fee agent

**Customer Profile:**

Mid-size property management  
firm with over 7,000,000 SF under  
management.

**RD<sup>3</sup> Services:**

Mobile Solutions

- Design & creation of Mobile Forms
- Smartphone 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

**RD<sup>3</sup> Mobile Solutions**

[MobileSales@rd3inc.com](mailto:MobileSales@rd3inc.com)

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## FACILITIES INSPECTION REPORTS

### Situation

Client has 5 regional property managers (PM) that conduct monthly facility inspections for their clients. Each PM conducts on average 4 inspections per month. The inspection was conducted based on a checklist of questions broken down into functional area (e.g., landscaping, interiors, etc.). Digital pictures and notes were taken during the site visit / inspection. Back in the office the notes were collated into a report and the various pictures downloaded from the camera, renamed, inserted into the report, resized, and annotated as necessary. The estimated time to complete a facility inspection with report was 4.5 hours based on a labor time study of the current practices. There are more than 240 reports completed annually and estimated 1,080 hours (~\$36,300).

### Actions

A Mobile Form for the Facilities Inspection was developed and deployed to the regional property managers on their staff Smartphones / Tablets; combination of iPhone, Blackberry and Microsoft Mobile devices. This Mobile Form allowed the staff to conduct their inspections at sites with all associated data / information collected through the Mobile Form including pictures, voice notes, etc. The Mobile Form development cost was FREE with a standard monthly User hosting fees (with unlimited forms and transactions) for all five regional managers of \$1,500 annually. The automatically generated Mobile Form PDF reports replaced the hand-written / collated reports.

### Results

The introduction of the Mobile Forms reduced the overall time to produce a facility inspection report to less than 2.5 hours, net savings of approximately 500 hours per year (~\$16,800). This equates to a 54% total cycle time reduction spent on the inspection reports. Moreover, the new Mobile Form system ensure clean / consistent data, automated entry into database, real time tracking of overall inspection progress & completion, and real time transmission of the reports to stakeholders / clients.

**Labor efficiency gain ~\$19,500.**

Annual cost of Mobile Forms - **\$1,500**

**ROI = 1,333%**, Simple Payback less than 1 month

Stabilized annual cost for national deployment to PCA users \$1,500 with an annual cost gain of \$53,000. **ROI (Post Year 1) = 3,533%**