

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:

Mobile Solutions

- Design & creation of PDA 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

RD³ Mobile Solutions

success, please visit:

www.RD3inc.com

REGIONAL PROPERTY CONDITION ASSESSMENTS

Situation

Client has the need to have 70 regionally based field staff that inspect over 750 sites annually to conduct a property condition assessment (PCA) to assist in the next FY budget development. The primary focus of the PCA 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 PCA form is a 900+ line MS Excel form. The inspectors used a multi-paged printed form to collect the field information, then re-entered into the Excel workbook, reviewed, scrubbed, reworked, and import into the budget forecasting database.

Actions

A Smartphone mobile form was designed and implemented for the PCA. The Excel form was broken into 12 inspection mobile forms based on the CSI categories. The mobile 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 \$25 per user but the Mobile Forms 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 mobile solution implementation was ~\$21,000 – 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 ~\$25 per user for both custom & mobile forms solutions with a 3 year total cost of \$23,000.

Labor efficiency gain ~\$72,000 annually.

ROI¹ = 939%

Simple Payback – 1.28 months

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