



Headquarters: British Columbia, Canada
Sector: Construction
Function: Data collection, job dispatch, reporting
Solution: Flowfinity Actions
Benefits: Increased quality and productivity, better scheduling, better customer service .

"We chose Flowfinity because of its flexibility to adapt to the "Centra way" of doing business!

It is our most successful technology roll out ever... due to the quality of the product and of the customer service.

I know the system has paid for itself off within a year."

Garett Wall, CFO, Centra Windows Ltd.

CHALLENGES

Centra Windows Ltd provides top quality energy efficient windows and doors. Their installation engineers take measurements and then estimate the amount of materials and time necessary for each installation. This paperwork was submitted to the branch offices to schedule crews and resources. Using this paper system, the data collection was disorganized, redundant, and error prone. Information was not accessible quickly and was often inaccurate, hereby hampering decision making at both the branch offices and the head office. Also, crews were manually dispatched. Without access to comprehensive record keeping, a great deal of communications overhead was required to keep on top of things.

Centra Windows needed an efficient flow of quality information to better manage the business. They wanted to eliminate the delays and errors associated with the manual processes they were using. Immediate, accurate information access was required to better manage resources and customers.

SOLUTION

Centra selected **Flowfinity Actions** for its flexibility, to match their business processes rather than dictate a new set of processes driven by new software. This allowed them to retain an optimized business approach and "hit the ground running".

Flowfinity Actions is a wireless application for managing the flow of information to and from the field. For Centra, the out-of-the-box application allows them to record time and materials estimates for each job and to exchange critical data between head and branch offices. Key decisions are based on data that is more accurate and can now be made available immediately after it is collected.

Once quality job cost estimate data was readily available, Centra was able to leverage the system's flexibility to build new capabilities: job scheduling and dispatching installation crews. Flowfinity Actions provides work order management capabilities to rapidly send assignments into the hands of field teams. This dynamic information flow is easily and immediately visible back in the office or in the field on a supervisor's BlackBerry smartphone. Better scheduling of their crews has helped Centra to improve accountability for all job related processes, and they can see where any file or job is sitting within their processes.

BENEFITS

The solution provides significant quality and productivity benefits. The ROI was tangible and the system has paid for itself within a year through these significant advantages:

1. **Increased quality and productivity:** automated record keeping means more time for productive work. Better quality of data collected means fewer errors, and thus less remakes, in the construction of windows.
2. **Better scheduling and productivity:** tight scheduling drives profitability as the windows are produced just before they are installed, eliminating the need to manage inventory. Better scheduling also increased productivity and avoided adding a full time person in job costing.
3. **Improved customer service:** immediately available information allows sales reps and installers to make faster and better decisions, answer customer questions and provide better customer service.

For more Customer Case Studies, please visit <http://www.flowfinity.com/casestudies>