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Case Study:

Anyware Helps CPS Make a Clean Sweep

Central Property Services (CPS), a full service janitorial company based in Pittsburgh, PA, turned to Anyware to mobilize a slow, costly quality-control process.

Overview:

According to Ed Garczewski, Anyware's custom solution, built on the ReForm rapid mobile application development platform, "streamlines quality control, lowers our operating costs, and allows our customer to view quality reports in real time. It's an easy-to-use tool that fits our process and puts us in a strong position to win new business and retain current customers."

Challenge:

Committed to customer service, CPS regularly cleans 16 million square feet of office space and provides 65 corporate clients with detailed performance reports. Previously, supervisors had to fill out lengthy paper performance surveys and then carry the forms back to the central office where staff typed the data into a spreadsheet-based reporting system. This labor-intensive process wasted time and money.

Anyware Custom Solution:

Responding to CPS' needs, Anyware created a new custom solution using the ReForm rapid mobile application development platform, that includes mobile data collection, auto-upload to a secure centralized Anyware data server, and a web interface for auto-generating performance reports.

CPS's site inspectors now collect data on mobile handheld devices with custom-designed forms. Using the touchscreen, they rate numerous tasks in all areas of a building and, as needed, add comments on specific issues. They then upload the data immediately to a secure centralized Anyware data server – through wired or wireless connections. Back at the CPS office, staff can immediately access the data through a web interface and generate reports based on a range of parameters – dates of service, facility, locations within facilities, etc.

With the Anyware solution, CPS has been able to automate quality control, cut costs, deliver reports in real time, and become the metro area's responsive property services provider.

Break away and take your productivity wireless. Let Anyware help you cut the cord.

Learn more at www.goanyware.com or call 800.401.8740.



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