

### CASE STUDY : Morrison Mainline Group

#### OBJECTIVES

- Eliminate duplication and paperwork
- Improve job flow
- Deploy new forms and work processes quickly

#### WHY GEOPAL

- Unlimited customizable mobile forms
- Drag and drop interface – simple to use
- Regulatory compliance

#### RESULTS

- 50% reduction in admin tasks
- 28% improvement in installer productivity
- Increased customer satisfaction



*GeoPal removed the manual process of issuing jobs and installers no longer have to collect job packs at the office. Jobs are now scheduled in GeoPal and dispatched to installer's mobile devices.*

**Paddy Naughton,**  
Business Development Manager,  
Morrison Mainline Group

**MORRISON MAINLINE GROUP** is Ireland's leading provider of telecoms, electricity and water installation services to the Irish utility sector.

#### CHALLENGE

Morrison Mainline Group had a paper checklist which field teams used to ensure onsite work was undertaken to the highest quality and met ISO9001 standards. Each day office staff would prepare job packs for field staff to collect which included checklists, directions and contact information.

On site, paper forms were completed in consultation with the customer. The installer captured technical data and photos and, upon completion, these details were phoned into the office.

Installers re-entered this data each evening and manually uploaded the pictures. They also returned the paperwork for rekeying.

#### SOLUTION

Morrison Mainline Group uses GeoPal for the national installation of prepaid electricity meters and Wi-Fi routers. Workers carry a GPS enabled smartphone and use the GeoPal mobile app to receive jobs, complete digital forms and capture field information including Wi-Fi router details and meter installation schemes. All information captured on the phone is automatically sent to the cloud when connected to a data or Wi-Fi network.

Managers use the GeoPal web app to locate workers, schedule jobs, view the daily task list and review reports. The office team creates digital forms and deploys them to mobile devices for installers' use. All forms are ISO9001 compliant.

## RESULTS

Morrison implemented GeoPal, deploying new forms and work ows in just hours. GeoPal enables installers to capture data and supervisors to dispatch staff nationwide. Job scheduling and re-assignments are also easily accomplished by supervisors using GeoPal.

A **50% reduction in administrative time** was achieved through the elimination of paper forms and implementing the automated job assignment process. Field staff arrive when expected and work is completed more effectively. As a result, customer satisfaction was significantly increased. Disruption was minimized as a result of unplanned situations as job rescheduling can be carried out immediately.

Installer productivity has improved by 28% through efficient job scheduling and elimination of paper-based forms.

When tendering for contracts, Morison found it to be a distinct advantage to mention GeoPal as their field workforce management solution.

*Office personnel no longer have to produce physical job packs, saving two to three hours each day. Because job reports are automatically synchronized with the cloud, installers save one to two hours of retyping me each evening.*

**Paddy Naughton,**  
Business Development Manager,  
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