



WAVELINK CASE STUDY: SPEAKEASY IN THE REAL WORLD—INSPECTION

THE CUSTOMER

A commercial building inspection company recently wanted to streamline their inspection process to maximize the efficiency and productivity of its 20+ inspectors. On a typical inspection, inspectors moved throughout the building to check on a variety of building codes and specifications. Each check or inspection was recorded as a line item on an inspection sheet attached to a clipboard. For example, if the inspector needed to check on the safety of a building's wiring, they examined the applicable areas and then went back to their inspection sheet and marked a pass or fail grade, as well as any notes that accompanied the grade. Aside from the obvious time associated with manually writing down this information, it often required the inspector to remove important equipment that hindered data entry such as gloves, goggles, etc. Once the information was recorded, inspectors put their equipment back on and repeated the process for each inspection line item. At the end of each inspection, the inspector would then need to take the inspection sheet and type it up before it could be delivered. The company began to realize that it had considerable room to increase the efficiency of the inspection process.

THE PROBLEM

The company started researching innovative ways to improve their productivity which would lead to a positive return on investment and allow them to gain a leg up on their competition. The company had heard about the expansion of voice throughout the data collection marketplace, and realized that they could implement a voice-enabled solution and realize the same benefits. A voice-enabled solution would allow the company's inspectors to use their hands and eyes where they needed to be used most; the inspection. With a voice solution, the inspector was fed the specific inspection through an ear piece, which would then prompt the inspector to answer with the grade. The solution could also collect additional comments for each inspection line item. The inspector could now move freely throughout the building without ever needing to return to their clipboard to record the information since it was being collected in the inspector's mobile device. At the end of the inspection, the information could be uploaded, printed out and delivered to the building owners with either an approval or rejection.

THE SOLUTION

After doing their due diligence, the company selected Wavelink's voice solution, Wavelink Speakeasy. More specifically, they went with the Speakeasy Software Developers Kit (SDK) because it met some of their key criteria. First, almost all of the other available solutions were built by companies that didn't have the experience or reputation that matched Wavelink. The companies were largely start-ups and, because of their limited

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THE RESULTS / FUTURE PLANS ►



◀ THE CUSTOMER / THE PROBLEM / THE SOLUTION

time in the marketplace, posed risks as to how long they may or may not remain in business. Secondly, none of these companies were experts in providing exactly the type of solution that was needed. On the one hand, there are a couple of established voice vendors in the Automatic Identification and Data Capture (ADIC) marketplace, but they tailor exclusively to warehouse applications and don't offer the kind of solution needed for an inspection application. On the other hand, the limited number of smaller start-ups that could possibly build the needed application didn't have the desired experience in providing a solid, proven voice platform. Additionally, these companies simply didn't have the resources and partnerships to devote to support and further product innovations like Wavelink did. By working with Wavelink, the company assured themselves of getting a complete, flexible solution that wouldn't come with many of the bugs and kinks from other providers.

THE RESULTS

The company has been using Speakeasy SDK for more than six months and has seen better than expected results. Inspectors are now able to complete their inspections in an estimated 35-40% less time than the old, manual process. The majority of this increased productivity comes from three main factors.

First, inspectors do not waste any movement during inspections going back and forth to see their next inspection point. They are completely free to keep both hands and eyes focused on the inspection throughout the entire process, which improves awareness and recognition. This has also led to fewer accidents, which was especially common at sites which were not entirely completed and often led to inspectors tripping over materials, or worse.

Second, inspectors no longer have to manually write down information. Even the comments, which are spoken into the system, are now dictated and converted to text, via a speech-to-text function. Writing comments had been a particularly slow process for many inspectors, but is now completed in real time. The company estimates that this alone saves up to 5-10 minutes per inspection point, which can add up to more than an hour per inspection depending on the building size.

Lastly, inspectors no longer have to return to a computer at the end of an inspection to type up the report. For a large-sized building, an inspection took anywhere from two to three hours for an inspector to type up. Now that the data is collected in real-time, there is no need for the inspector to type up information they had already collected manually on their inspection sheet. The process now consists of the inspector uploading the inspection data from their mobile device to their laptop and pressing print, or in many cases, e-mailing the report as a PDF. For a large-sized building inspection, this process now takes about 10-15 minutes.

FUTURE PLANS

It is also important to mention that, since the company has moved to a voice solution, they have saved thousands of dollars in paper costs in only six-plus months. They have used it as an opportunity to make their business more "green" and reap many of the associated tax benefits. Coupled with the improvements in productivity, the company reached a return on their initial investment in less than five months. The solution has now paid for itself and the company is looking to expand its operations in a neighboring state, where they will also be implementing Wavelink Speakeasy SDK.

The Industry Leader

Since 1992, Wavelink has been the leading provider of multi-vendor mobile application development and mobile device and infrastructure management software. Wavelink's technology solves the unique challenges involved in deploying, managing and controlling today's enterprise mobility systems, and facilitates peak performance from frontline staff. Over 10,000 companies in the retail, manufacturing, government and logistics industries rely on Wavelink to accelerate application delivery, reduce device management and support costs, and tighten network security.

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