

Study

Full-service contractor based out of Morgantown, West Virginia that specializes in home remodeling, specifically, kitchens, bathrooms, and recreation rooms.



Profile

FD Contracting specializes in building and renovating kitchens, bathrooms, and recreation rooms. They work hand in hand with their clients, as they believe these rooms are the heart of their homes and the customer knows what they want better than anyone else. Their business philosophy is that everyone is different, so they aim to create home additions that are practical for each individual client. They work to fit their projects within every customer’s budget, using the right companies and products to ensure the finished products always exceed expectations. FD Contracting has experience opening rooms, taking down walls, moving electricity, and changing cabinet sizes. This allows customers full access when it comes to customizing the rooms they wish to renovate. Their focus is on functionality, quality, and convenience in every project they undertake.

Challenges

FD Contracting struggled mightily with the organization of their business processes. They had trouble with accuracy when it came to validating information from their paper-based time cards. They didn’t have a way to verify the time employees actually worked hours. Consistency was needed; employees weren’t getting paid for the time they were working and in some instances, they’d get paid for a 40 hour work week, when really they worked 42 or even 43 hours! On the flip side, some employees would work 36 hours and somehow get paid for 41-42 hour work weeks. They were losing wages for approximately 12-15 hours a week at 40 dollars an hour. That turned into roughly \$480-\$600 weekly in losses from misappropriated wages alone! An estimated \$25,000 - \$31,000 annually!

FD Contracting administrators also routinely lost paperwork, or dealt with inaccurate information on forms. They needed a way to verify where their workers clocked in or out from, but without the accurate paperwork, they had to rely solely on what employees told them which was leading to payout discrepancies.

Ready for a change, they shopped around for a solution, exploring many online programs but none of them fit their needs because they weren’t customizable enough.

FD Contracting

Business Needs

Standardize and streamline business operations.

Networking Solution

AT&T Workforce Manager enhanced with GPS tracking: Wireless forms, dispatching, and intelligent tracking.

Business Values

AT&T Workforce Manager improved timekeeping, dispatching, form submission, and tracking for FD Contracting.

Industry Focus

Construction residential remodeling

*Savings are estimated, depends on the specific circumstances of your company, and will vary from company to company. Savings are not guaranteed.

Solution

AT&T Workforce Manager enhanced with Intelligent Tracking provided the solutions they were looking for. Timekeeping became easier to manage, giving employees the ability to clock in or out remotely, while displaying exactly how long they spent working. Suddenly the issues with overpaying or underpaying employees vanished. AT&T Workforce Manager also increased the autonomy in FD Contracting employees, making it possible for them to accomplish more, without needing as many return trips to the office during the workday to clock in, or submit paper forms.



Benefits

Specifically, AT&T Workforce Manager improved timekeeping, dispatching, form submission, and tracking for FD Contracting. Before the implementation, policies were very lax when it came to turning in paperwork and filing timekeeping sheets. Once the application was adopted, FD Construction's entire business atmosphere changed. Employees faced less stress; before, when they lost forms, they'd be reprimanded by their bosses. Now everything is done electronically, improving the form submission process by drastically reducing lost forms and inaccurate information logs. Dispatching improved as well because now administrators can see exactly where employees are via Intelligent Tracking. This reduces workflow problems and improves customer satisfaction, since workers are more effectively dispatched by management, instead of leaving it to the employee's discretion.

AT&T Workforce Manager has also helped with asset recovery. According to owner Ken Downey "We had a tablet in a life-proof case stolen from one of our trucks. With Intelligent Tracking we were able to hunt down the tablet (which had been sold to a kiosk in a mall) and got it back, saving us from buying another." Productivity has increased by 50% as a direct result of implementing AT&T Workforce Manager into FD Construction's business model. The application provided the solutions they needed, improved their business model, and streamlined their processes, with highly customizable, user friendly features and functions.

"Productivity has increased by 50% as a direct result of implementing the AT&T Workforce Manager into FD Construction's business model."

- Owner, Ken Downey

For more information contact an AT&T representative or visit www.att.com/workforcemanager.