

CASE STUDY

Obayashi Constructors improves compliance reporting



BUSINESS GOALS

- ✓ Meet health and safety requirements
- ✓ Effectively communicate critical health and safety data
- ✓ Accelerate incident report processing time

RESULTS

- ✓ Over 12 form types mobilized, and growing
- ✓ Over 30 hours/month of data entry eliminated
- ✓ 1-Hour incident report processing

The Challenge

The Eglinton Crosstown Extension LRT project is an undertaking by construction giant Obayashi. Its aim is to extend the city of Toronto's subway system, and is the largest project of its kind ever completed in Toronto.

This extensive construction project is one with high health and safety requirements, including the undertaking of regular construction audits and adherence to stringent regulations. Featuring close to 300 employees (including subcontractors, Obayashi uses over a dozen types of critical forms that field workers must fill out. Thus, according to Christina Lindstrom, the Health and Safety Manager for the project, the communication of information is a key challenge.

"We began the old-fashioned way, with paper forms in the field, for everything from safety site checklists to surface engineering reports. But we knew there had to be a more efficient and effective way of communicating this data."

The Solution

Through research and due diligence, the Crosstown project leads decided on mobile forms from TrueContext to speed up business processes and increase productivity.

TrueContext is a mobile form application and platform for smartphones and tablets that allows media rich data to be collected on the job site – no matter where it may be. Users fill out forms on mobile devices, capturing text, signatures, photos (with the ability to sketch on an image), bar/QR codes, GPS and time stamps, and more.

Users can also access key back-office data within forms (ex. parts or client information). Once complete, forms can be sent to a variety of destinations, including back office systems such as Oracle or SAP and cloud services such as SharePoint, Dropbox and Google Sheets.

"We tested out TrueContext and liked it right away. It was easy to see the value in mobilizing our forms in the field. We began our TrueContext rollout with approximately 15 users on iPhones and iPads, with plans to expand use."



Before, the process could take up to five days. Now, forms are dispatched to all of management via TrueContext and the whole process takes an hour.



The Benefits

Several of the TrueContext features have proven to be invaluable to the company's data collection process, including offline functionality and photo capture.

"We use iPads in the field and underground, so the ability of the TrueContext application to function without network connectivity is huge for us. Our field staff fill out mobile forms. Then, once connectivity is established, the forms are sent from the App's outbox."

The next step in the process is where Obayashi is really seeing great ROI. "Previously, paper forms would eventually make their way back to me. I would then have to review them for errors and perform time-consuming data entry or scanning. Before, the process could take up to five days. Now, forms are dispatched to all of management via TrueContext and the whole process takes an hour." The success of the Crosstown project's mobile form deployment has management looking at other processes in which TrueContext can be deployed.

"In an industry where safeguarding employees and the job site is paramount, TrueContext has greatly helped to streamline and speed up our health and safety data collection and reporting."

CROSTOWN TRANSIT CONSTRUCTORS SNAPSHOT

- ◆ Subway Tunneling Joint Venture with Contracting/Technicore Underground
- ◆ Obayashi Canada/Kenny Construction/Kenaidan
- ◆ Strict health & safety requirements

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