truecontext

CASE STUDY

Tanknology improves productivity and quality of service

BUSINESS GOALS

- Reduce time required to return inspection forms to the office
- Increase efficiency of each inspection
- Optimize compliance inspection rates

RESULTS

- Over 300% increase in monthly compliance inspections
- 1.5 hrs/day/inspector of paperwork saved
- Increased customer confidence in inspections completed

The Challenge

With offices across North America, Tanknology is the world's largest provider of tank testing and environmental compliance for petroleum systems. Their 150 employees visit more than 50,000 sites per year to perform compliance inspections and testing.

The company was looking to enhance compliance inspections by making them as efficient as possible.

Scanning and submitting reports at the end of each day impacted the number of hours employee spent in the field, and resulted in additional cumbersome work after hours.

"All of our inspectors were doing pen and paper inspection forms, going back to their homes or hotels at the end of every evening, and then scanning the paperwork in. It took them an additional hour to two hours every night to make sure that they uploaded the paperwork correctly."

Solution Implementation

Tanknology replaced their compliance form processes with TrueContext, a smartphone and tablet mobile form application that enables accurate, rapid and media-rich field data collection.

Using TrueContext enabled their compliance inspectors to complete their forms much easier and faster. The inspectors use the solution's drop down menus to fill in form fields faster. Having pull down data incorporated into the forms also reduces data entry errors.

Being able to include pictures equips inspectors to better articulate site deficiencies than they could with words.

Another feature that improved Tanknology's quality of service was TrueContext's GPS and time stamp feature, which provided valuable business data to field managers as well as detailed data to support compliance reports.

"That gives a digital imprint of the data and time the inspection was submitted, and the address from where it was submitted. It also gives a corresponding view on google maps, which gives our customer confidence to know that our data is accurate and truthful."

Successful Outcome

Using TrueContext has equipped Tanknology to complete more inspections per month.

"Prior to TrueContext we were doing about 300 inspections per month, on a regional scale. Now that we've implemented TrueContext, we're doing about 1,300 inspections per month coast to coast."

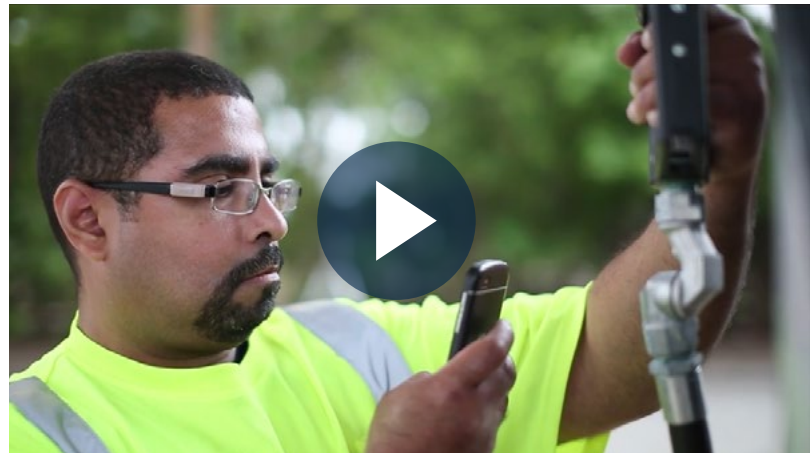**WATCH THE VIDEO SUCCESS STORY**

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One of the great features of using TrueContext is the integrated camera feature, so we can take pictures of deficiencies from the site and have it imbedded right into the inspection report.

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