

“ We are projecting a savings of more than \$450,000 in 2004 from implementing Xora, and that’s based only on the automated time cards capability. Add another \$40,000 or so we expect to save by reducing data entry with the scheduled exports feature, and the cost of the solution more than pays for itself. ”

—John Rucker, CIO at Del-Air



## Benefits

- ▶ Eliminated paper-based timesheet reporting and manual data entry
- ▶ Enhanced mobile worker location tracking, leading to improved efficiency
- ▶ In 2004, Del-Air saved more than \$450,000 from implementing Xora

When senior management realized how much time was being spent each week performing manual data entry tasks, such as filling out time sheets and entering this information into cost accounting and payroll systems, they knew there was an opportunity for improvement.

## Solution

In January 2004, Del-Air deployed Xora TimeTrack™, a location-based, wireless timecard service to help improve communication between the office and field staff. Del-Air field technicians carry the phones to clock in and out at the beginning and end of each day. In addition, the technicians use Xora’s “Job Module” to record start and stop times for various projects and the status of each job (such as “rough in” and “trim out”). The real-time data that’s captured out in the field is then sent to the Xora servers, where Del-Air supervisors can easily view web-based maps and reports.

This automated transfer of data serves multiple purposes for Del-Air, all leading to a more efficient operation. For one thing,

the field technicians no longer have to keep hand-written notes regarding work hours, thus freeing them up to focus on the project at hand or move to the next assignment. In the office, managers are spared from having to enter time sheet data into the payroll system.

Moreover, Del-Air office staff can dispatch a job to the closest worker, ultimately reducing fuel costs. All in all, automated timecards, scheduled data exports and the ability to customize the product to meet specific requirements have made Del-Air an even more efficient establishment.

## Results

- ▶ In 2004, Del-Air saved more than \$450,000 from implementing Xora
- ▶ A reduction of data entry with the scheduled exports feature saved the company approximately \$40,000 in 2004
- ▶ Improved accuracy of job-costing

## Challenge

Deliver excellent customer service, improve bottom-line results, become more efficient in the office and in the field and eliminate manual entry into its cost accounting and payroll system.

## Situation

Established in 1983, Del-Air Heating, Air Conditioning & Refrigeration, Inc. has grown to be a large and well-respected company. A staff of more than 600 people provides a complete line of air conditioning, heating, indoor air quality, plumbing, appliance and electrical products and services to thousands of customers.

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