CASE STUDY

Roofing Southwest

A Nationally Recognized, Leading Roofing Contractor in USA

HokuApps Enterprise Mobility Solutions

Roofing Southwest

About the Client

With four decades of successful business, Roofing Southwest is a leading national roofing contractor serving commercial, industrial, retail and multifamily clients. It has been in operation since 1971 and includes expertise in all types of roofing systems ranging from the original specification for sprayed polyurethane foam to the latest in single-ply, solar & green technologies.

Over the years, Roofing Southwest has expanded its business to nearly all 50 states to become the 16th largest roofing contractor in the U.S. With the business philosophy of 'Value Engineered Roofing', Roofing Southwest designs services as per the customer's criteria and budget, delivering guaranteed quality and immeasurable goodwill.

Business Requirements & Challenges

"We have a high volume of service requests every day, and we have many different contractors and employees providing intake and response."

"To support the large team and solve management issues, we required a mobile based software application that would allow better communication and collaboration between teams."

Richard J Radobenko,
President, Roofing Southwest

Operating across the US is not an easy feat.

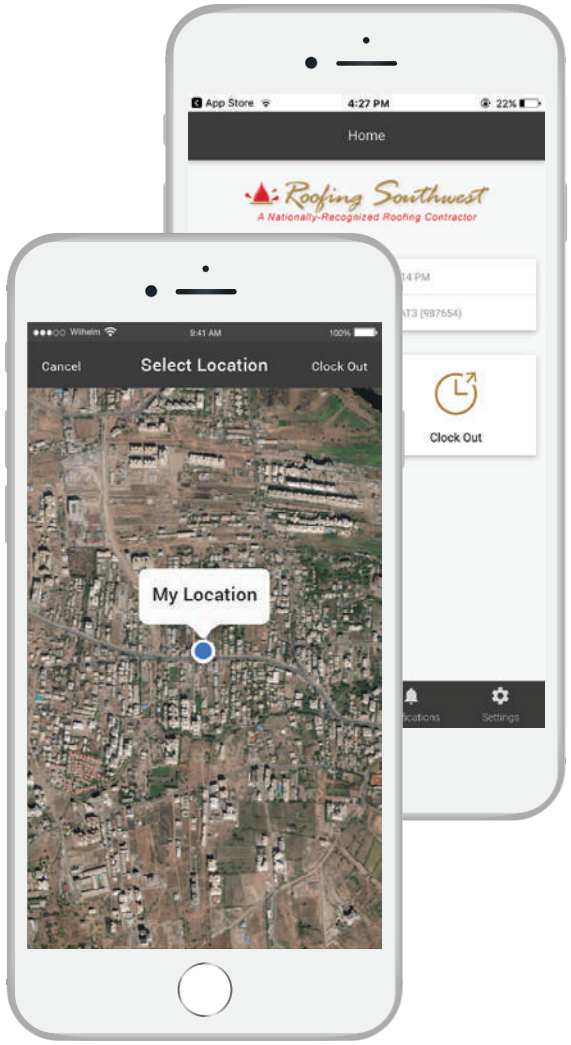
Before deploying HokuApps, the company had to deal with many cumbersome and complex spreadsheets across multiple in-house legacy. As a result, there was little or no communication between most of the back-end solutions and other systems that contained critical data, like service contracts.

To add to these challenges, the use of laptops and paper forms in the field made it difficult to keep the information up-to-date. Training was difficult because technicians and contractors performed a wide range of jobs with complicated workflows, compounded by the fact that the legacy system was not very user friendly. Keeping track of information on paper meant that mandatory information was not always gathered, leading to missing or inaccurate data.

Solution

Due to the challenges faced using traditional tools, Roofing Southwest wanted to adopt a cloud-based service application enabling realtime collaboration for customers and clients. During this process, decision makers looked at products available in the market and chose HokuApps as their mobility solutions provider.

HokuApps developed a smart-phone friendly app providing consistent access with a refined interface and targeted workflow, regardless of connectivity. Roofing Southwest's operational backbone is now being supported by an enterprise solution which shifts everything from a largely paper-based to a highly digital and cloud-based operation. With HokuApps, Roofing Southwest kicks off its digital transformation project aligning big data, automation, communication and operational efficiencies with the touch of a button.



"HokuApps is a valuable tool to guide our engineers through complicated situations. It enables them to make the right decisions, take appropriate action, and document everything completely and consistently."

"Our technicians seemed comfortable using HokuApps' customized mobility application. We saw an improved service efficiency due to accurate and up-to-date information."

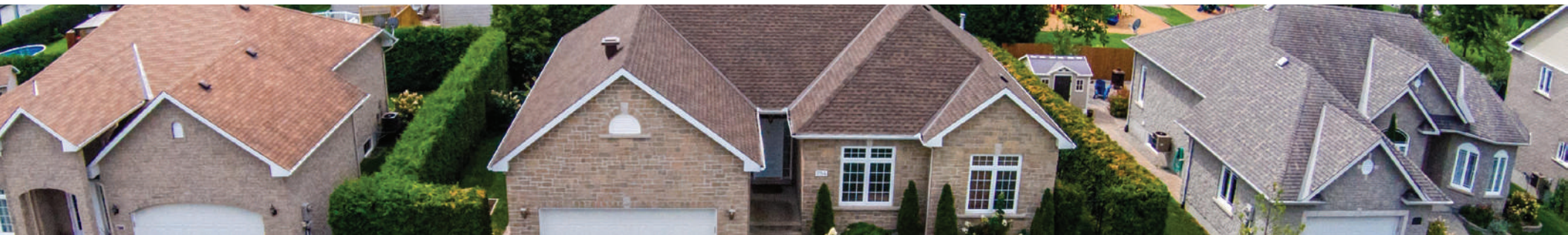
Richard J Radobenko,
President, Roofing Southwest

Results

One of the top benefits Roofing Southwest has experienced since deploying HokuApps mobility solution is that it has been able to facilitate real-time collaboration to connect engineers across all levels of the organization. Instead of acquiring a technician to fly to the location where an issue was being experienced, the administrator could now simply request and select a foreman from a list by logging into the centralized system and fix the problem on-site.

Supervisors could capture clock in/clock out time of the technicians, track work done, approve/reject clock out requests, as well as assign and reallocate jobs to the team. The application kept everyone on task and in the right place by providing standardized, consistent communication and service, regardless of location.

It became possible to manage bulk data shared on accountable platforms and simplify operations.



HOKUAPPS

About HokuApps

HokuApps is the fastest growing rapid application development platform that empowers organizations to develop innovative technology solutions incredibly FAST. We empower organizations to usher in their digital transformation journey to better engage with customers, partners, and employees.

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