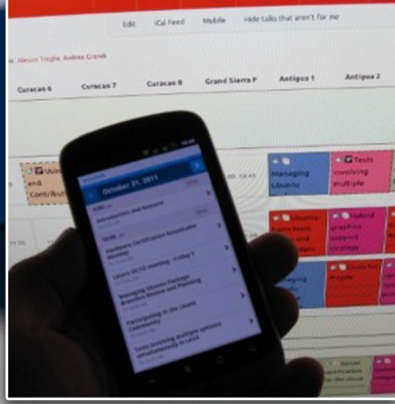
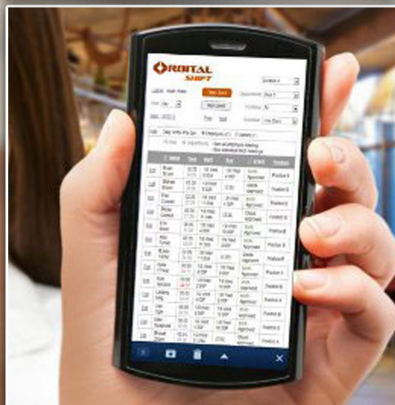
MOBILE SCHEDULING SYSTEM

GUILFORDGROUP
business driven software solutions





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PROBLEM

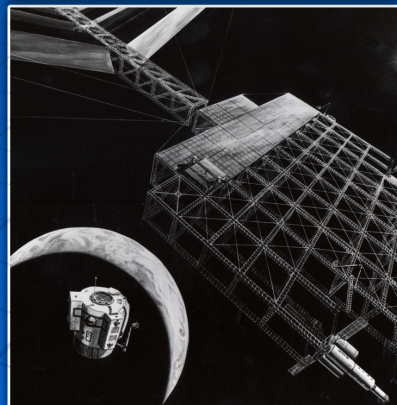
Highly automated processes, information capture and retrieval enable continuous improvements of processes based on accurate information, metrics and benchmarking. This builder needed Guilford Group to build a custom system to their exact standards instead of purchasing off-the-shelf software that did not fit their specific needs.

CLIENT

Leading, national home builder serves several metropolitan markets around the country. They are able to deliver "More Value for the Money" by leveraging technology to keep costs as low as possible.

SOLUTION

The Viper System One solution was developed by Guilford Group for this builder for their scheduling system which manages over 800 contractors and vendors in multiple developments.



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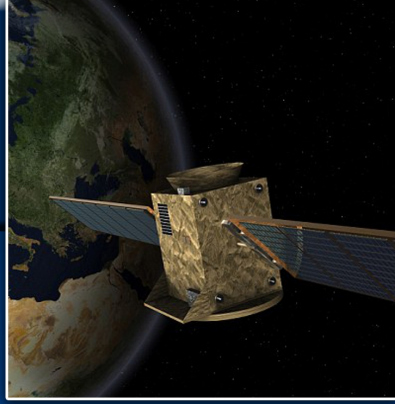
VALUE

The Viper system enables contractors a detailed timeline of scheduled tasks, and the ability to interact with satellite offices via PDA. The system captures any delays, the reason for the delay, and new target dates. The system automatically reschedules related task, and notes any conditions or exceptions that do not meet service level commitments. Field Construction Managers are kept up to date via wireless technology. This same technology makes it possible for staff to work anywhere, from any location. Customer satisfaction has always played a vital role in the success of this home builder. Guilford Group developed this system to capture and manage the customer survey process. Nothing is omitted or left to chance. The customer satisfaction system allows directors and executives detailed information and tracking of customer comments and concerns recorded during the survey process. The quality control process developed by Guilford Group enables construction managers to monitor inspection, warranty and walk-through tasks via remote which can also be used to schedule follow up activities in real time.