



Case Study

Since Implementing Klipboard, Rochester Midland Corporation have been able to save valuable time on areas of their business in order to focus on delivering a high level of customer service to their clients.

Klipboard's easy to use, mobility platform has enabled them to manage their field engineers and eradicate time consuming, costly paper based methods, allowing them to proactively take care of their business. This allows them ensure efficient processes are carried out for each and every job.

Background

Rochester Midland Corporation has been a leader in the specialty chemical manufacturing industry since 1888 and has a pioneering position in the development of sustainable programs.

They partner with their customers to provide integrated solutions to solve problems and help them reach their strategic business objectives and environmental goals.

The challenge

Rochester Midland specialise in manufacturing chemicals for food sanitation, water treatment, legionella control, facility maintenance, restroom odor control, feminine bin services and industrial cleaning.

For years they had been scheduling all jobs to engineers through manual means and used paper based methods for all their reports such as health and safety checklists and legionella risk assessments. This meant each engineer had to manually complete and write up each report in the field.

Once a report was written and brought back to head office, the review and finalisation of the report usually took around 2.5 hours a day.

They were looking for an easy to use, all in one system to help them streamline the management of jobs and quick retrieval of information from the field back to the office.

The results

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It's fantastic software and has made writing reports in the field a lot easier. Klipboard has allowed us to speed up our reportings to our custoemrs. The system has also helped us with meeting compliance and ensuring we have history of all the work completed for each of our customers.”

Stephen Biggs, Operations Manager, Rochester Midland Corporation

Using the Klipboard workflow generator, their reports were set up exactly to their needs, through the help of Klipboard's customer success team and they were ready to schedule tasks to their field users instantly.

Not only does Klipboard assist with the documentation side of their business processes but allows them to have full oversight of task and engineer status through the stats dashboard which is accessed from the office.

Saving up to 350 hours in the first 6 months, Rochester Midland have already benefited greatly from using Klipboard's platform, allowing them to spend more time focusing on other areas of their growing business.

Reducing Admin

2.5 hours
Every Day



Gain efficiency in the field and the office

Planned maintenance scheduling for assets in over 30 countries

Customisable form templates

Increased efficiency in job management enabling the ability to process more jobs

Start streamlining your field service business today

Visit [Klipboard.io](https://klipboard.io) for more.