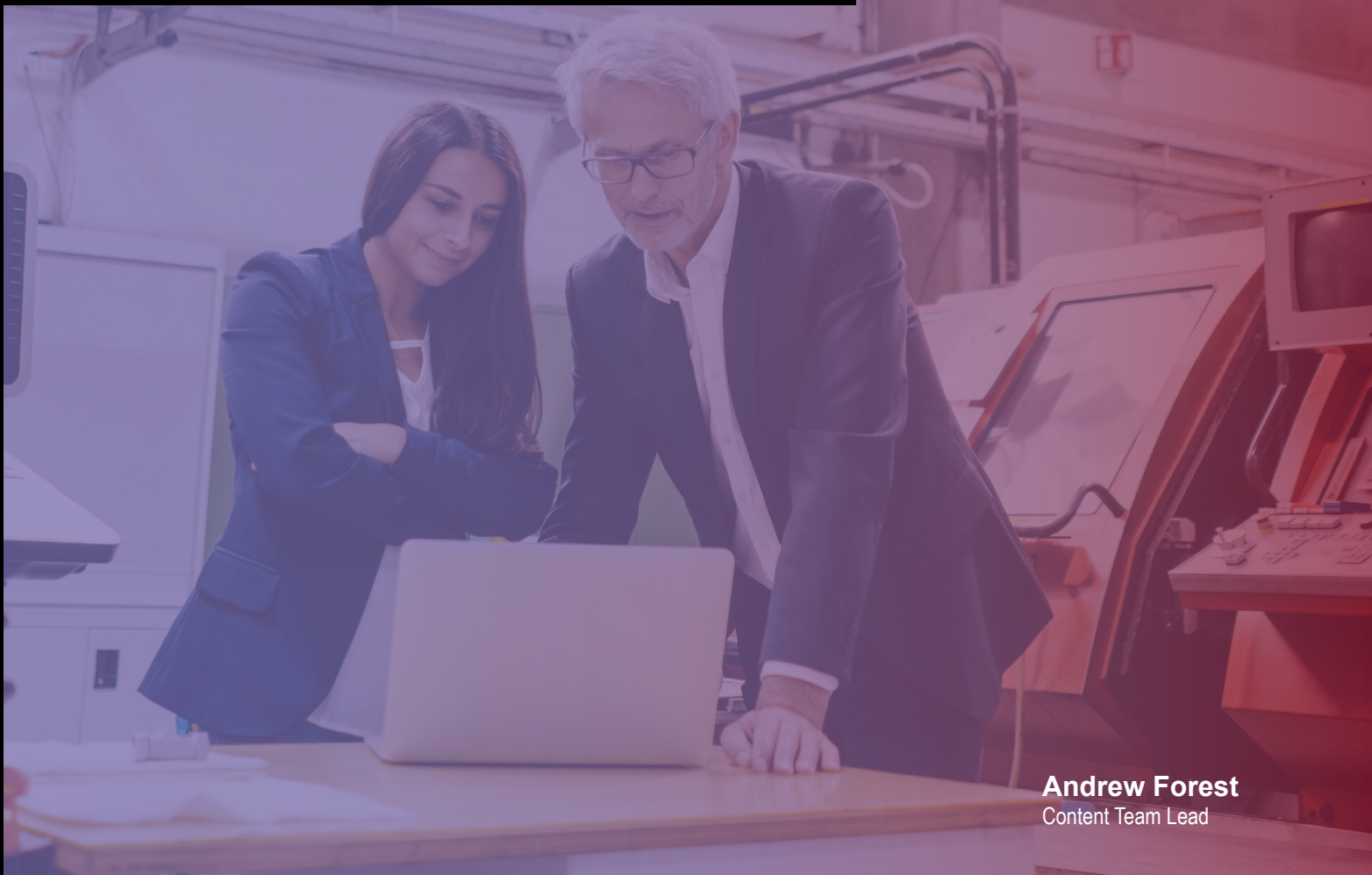


The Role of Automation in Business Today

Whitepaper



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Introduction

The power of automation can impact your organization's productivity and profitability, making it possible for you to accomplish more with fewer resources.

Automation can assist companies with many tasks that can hamper their staff's ability to be truly productive each day. Without automation, your company may experience challenges in serving customers, managing important data, and streamlining back-office operations.

Automation can enable your business to take on more new customer projects by helping to eliminate mundane, outdated tasks from your workers' daily schedules and giving them more bandwidth. Starting with receiving customer requests, companies which digitize steps throughout the job cycle are able to increase overall efficiency and customer satisfaction. Without automation, you could be at risk of letting your competition surpass you.

Let's take a deeper look at what automation means and how it can streamline specific business processes.



What is Automation?

Automation is the process by which manual tasks are performed using the power of digital tools. Machines and devices can reduce (or assist with) the manual workload and improve employee productivity.

Key Business Processes Which Can Benefit from Automation

1. Timekeeping and Payroll

Tracking employees' work hours via paper and pen can result in mistakes, missing information, and unapproved overtime. Mobile timekeeping solutions automate this process by giving your employees digital capabilities to log their hours. This provides employees with greater available daily capacity from not needing to drive to HQ any time they need to clock in or out or register break times.

2. Inventory Management

Taking inventory via paper can be prone to errors (from incorrect math or illegible handwriting) and delays (from manually writing down the information) – all of which makes it difficult to keep an accurate count and keep shrinkage to a minimum. Using intuitive tools like barcode and QR scanning, you can automatically fill in sections of digital documents with parts or serial numbers, removing inefficiencies from the workflow and allowing your team to complete inventory faster.

3. Work Order and Service Call Scheduling

Managing and assigning new service requests can strain your back-office team's capacity without the help of automation. By having to call or give new instructions in person to your field technicians, your field employees and office staff are tied up unnecessarily. Using digital solutions to automate work order assignments can help you serve your customers more efficiently, reduce excessive downtime in your workforce, and prevent high fuel costs.

4. Communication

Whether your employees are at the office or in the field, communication is a vital means of conducting business and ensuring your customers are provided with excellent service. Automating communication means having messages automatically sent to either your managers or employees in the field via desktop-to-handset integration. Relaying critical updates to your staff using electronic tools helps keep productivity moving forward and cuts out any connectivity delays.

5. Information Management

Data pertaining to forms, GPS locations, and safety or compliance are just a small part of the many types of information your company may manage and exchange daily. The way you transport this information is critical to those who need it. Running reports on the fly or on a set schedule using an automated system can help you ensure employees are provided with it at the precise moment they require it. Digitizing and streamlining information management by storing data and paperwork electronically can also assist you in collecting it in a more dynamic fashion and keeping it more secure.

How Successful Organizations Are Automating Their Workflows

Automation isn't always a complete replacement of human labor with machine-based alternatives. Rather, it can also be supporting and streamlining employee-driven processes so your employees can optimize their skillsets and perform at the highest level of their abilities.

[According to Adam Uzialko of Business News Daily](#), many businesses today are automating workflows related to marketing, customer service, and recruiting initiatives¹. Having machines or software assist in handling monotonous tasks (such as distributing emails in bulk, sending communications to clients, and seeking new talent) makes each workflow management easier¹. Relying on machine-based assistance for these projects also prevents the potential for human error to occur (whether via incorrect data entry or failing to meet target deadlines).

Automation can also help ensure processes are being followed, without direct and constant management oversight. This drives peace of mind for employees and managers that critical tasks will be taken care of with advanced tools.

In a recent [McKinsey report](#), [Annie Brown of Forbes](#)² highlighted that only 5% of jobs are able to be entirely automated³. This data point further demonstrates not only the ongoing and future need for human resources within a workforce, but also how electronic tools and human labor will continue to work in tandem as the future unfolds (rather than one or the other simply becoming replaced).





How Automation Saves Time and Increases Profits

Automating processes increases time and cost savings by being able to accomplish multiple tedious tasks in a fraction of the usual time required. These primary benefits are also supplemented by the following 5 advantages of automation:

- 1. Reduction of manual errors:** Minimizing the risk of human error strengthens the accuracy and quality in your employees' data entry.
- 2. Accelerated response:** Alerting your organization to service requests (or complaints and service outages) helps your employees quickly respond to customers' needs and drives customer satisfaction.
- 3. Improved productivity:** Reducing tedious admin helps your employees get more done and put their skillset (and creativity) to work on your critical business needs.

- 4. Increased accountabilities:** Identifying poorly performing workflows ensures your employees are working according to your organization's standards and complying with industry requirements.
- 5. Better morale and teamwork:** Eliminating repetitive processes will help boost your organization's culture and spirit.

Actsoft's TeamWherx platform is designed to help your organization automate manual processes and increase your organization's performance, productivity, and profitability.

TeamWherex, an End-to-End Application to Help Digitize and Streamline Manual Processes

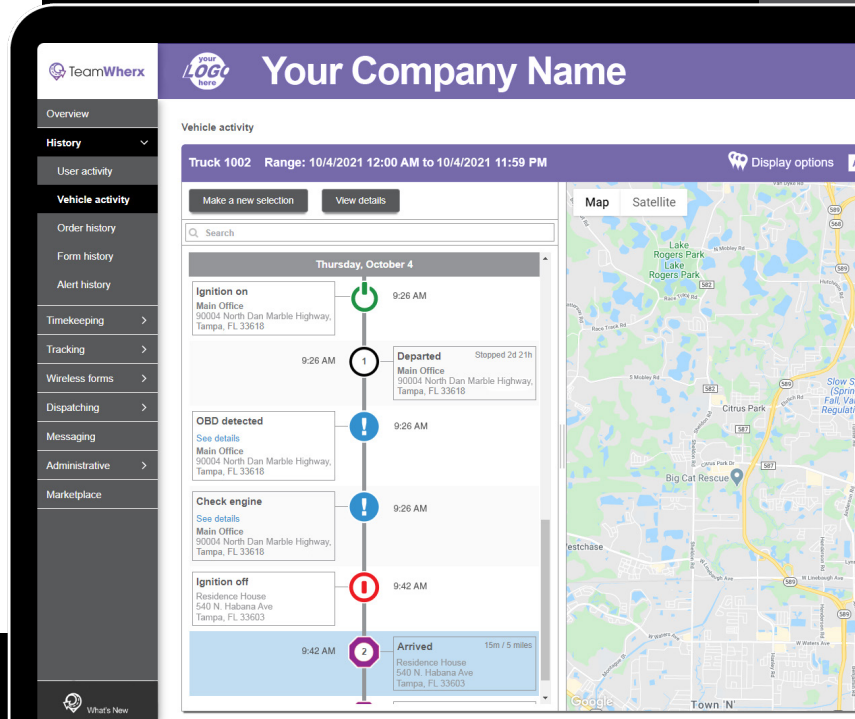
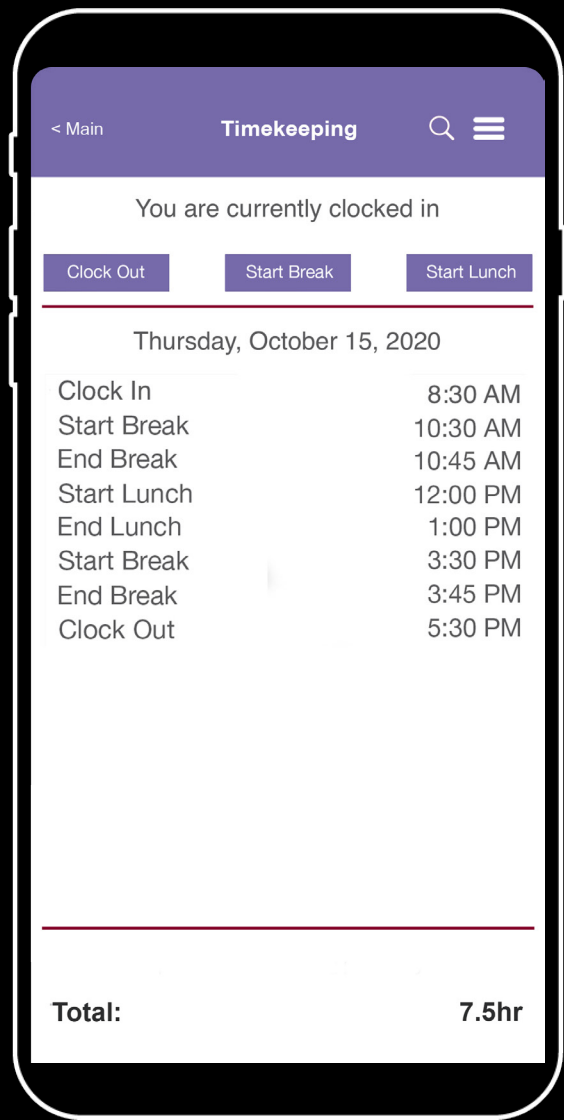
Our flagship workforce management software includes valuable features to help your organization revolutionize time and resource-consuming procedures.

Mobile Timekeeping: Enable workers to punch in and out while in the field using smartphone or tablet devices, reducing the manual entry of tracked time at only one location.

Job Dispatching: Schedule work orders in advance via a digital dashboard to send pertinent job information on demand to your field techs. Save time and maximize output with digital work order assignments.

GPS Tracking: Automatically get alerted in near real-time if your employees, tracked company vehicles, or assets enter/exit geofence boundaries. Receive location stamps for form completions and timecard entries, keeping operations running smoothly.

Inventory Management: Use mobile device cameras to scan barcodes and QR codes, reducing the need for manual data entry and making the process easier and less tedious for your employees to complete.



Wireless Forms: Empower employees to fill out and submit documents electronically to prevent manual delivery of forms to the office, receiving information in a faster, accurate, and less expensive way.

Intra-Company Messaging: Send and receive digital communications while your employees are in the field. With a single message sent to a whole group, reduce the need for your workers to drive to the office or call in to get project updates.

API Integration: Automatically exchange data with different types of compatible third-party systems to save time and reduce errors from manual entry.

The image shows a smartphone screen displaying a 'Residential Cleaning Form'. The form is titled 'Residential Cleaning Form' and has a purple header. Below the header, the form is titled 'Residential Cleaning Details:'. The form contains several fields: a text input for 'First and Last Name' with the value 'Thomas Franklin'; a dropdown menu for 'Service Type' with the value 'New Service: The entire house for cleaning'; a 'Date - Time' section with a date picker set to '5/02/2022' and a time picker set to '7:45 AM'; a radio button selection for 'Business or Personal?' with 'Personal' selected; a camera icon and a text input for 'Picture of QR Code'; and a signature field with a handwritten signature. At the bottom of the screen, there are two icons: a blue square with a white downward arrow and a blue square with a white rightward arrow.



Automation Use Cases with TeamWherx

Here are a few examples of how our software platform can help multiple different industry types increase efficiency via automation.

Use Case: Warehouse Supply

A warehouse supply company experienced inefficiencies with manual inventory management, documentation, and time tracking. Each of these paper-based processes took their employees too long to perform and were often full of errors. With TeamWherx, the warehouse supply company used Wireless Forms to carry out inventory management and other vital documentation processes digitally using smartphones. This enabled them to automatically scan barcodes and QR codes using their mobile devices' cameras and submit completed information in a cheaper, more detailed, and accurate fashion. They also used our software's Mobile Timekeeping capability to give their employees the ability to clock in and out from their mobile devices, streamlining productivity and helping them limit unnecessary overtime from accruing.



Use Case: Oil and Gas

An oil and gas company needed a way to get critical information from the field faster and enhance the efficiency of their safety and compliance processes. Using the power of TeamWherx, their engineers in the field were able to fill out safety and compliance checklists digitally and send the information back to HQ virtually instantly for review. An increase in data reception speed (while also reducing paperwork circulation) helped their office team become more organized and prevent high operational expenses. Productivity in the field also increased, with a more streamlined protocol that was supported by automation.



Use Case: Cleaning Service

A cleaning company was using traditional paperwork processes to document their projects. This led to lengthy wait times for important information, delays in project completion for customers, and expensive annual paper and storage costs. Using the Wireless Forms feature of TeamWherx, the cleaning service company documented completed work with attachable photos and signatures from customer locations, enabling them to enhance quality control. Our software's capabilities helped cleaners cut out unnecessary trips to the office and provide excellent service to customers, all while reducing their annual paper expenses and excess waste.

Additional Trends in Automation

Automation's benefits extend beyond digitizing manual processes; better data and smarter decisions are also an invaluable benefit of automation for decision-makers.

[Byron Auguste of the Washington Center for Equitable Growth](#) highlights how machine learning and artificial intelligence will empower groups of employees to learn at a faster rate⁴.

An [article by the Indeed Editorial Team](#) also explains that automation is being used to help foster increased consistency across many business' operations⁵. With automation, organizations [foresee potential difficulties or interruptions to their processes. The advanced insights empower executives to create solutions](#) for these "what-if" or "likely to happen" scenarios - well before they might even happen⁵.

Automation's ability to help business leaders address company's current and future issues is incredibly valuable. With the right data and insights, executives can make smarter decisions about their operations, customers, and resources.

Why Automation Is Essential to Your Success

Digital solutions are essential to helping your company scale and grow. By giving your workforce expanded capacity, your organization is positioned to address more customer requests and serve clients quicker. Throughout every step of the job cycle or a project, automation can digitally transform your processes in support of your organization's goals.

Choose TeamWherx to help your business automate daily processes and accelerate success: www.actsoft.com/request-a-demo

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