



Vulindlela Reduces Turnaround Time by 60%

Vulindlela is a 24-hour road side assistance for trucks and supplier companies in the transport industry, with headquarters in Johannesburg, South Africa. They were established 12 years ago and currently with 9 touch points across the country. With delivery vehicles providing about 85% of all transported goods in the continent, they are committed to helping as many of these people as they can who get stuck on the side of the road, in the most efficient way possible.

“MobiWork allowed us to reduce our turnaround time by more than 60%. We have optimized our workflows, gone paperless, and we get paid faster.”

- Niel Roodt, Director of Operations

Industry:

Logistics

Regions:

Africa

Key facts:

- Headquarters in Johannesburg, South Africa
- 9 locations
- 12 years in business

Key Challenges: Keeping up with the demands and reducing overall processing time to get paid faster

With 85% of the goods in the continent transported by vehicles on the road and a vast majority of the road conditions in the area not being the safest, they just didn't have the means to stay on top of everything coming their way. They are also experiencing a rise in fuel prices which in turn raises the cost of everything else and really effected their bottom line in the last two months. Since they have 9 locations and a growing business, they needed a stronger and more improved workflow to optimize operations. They required a solution that minimized paper work and turnaround time, ultimately allowing them to go completely paperless. They struggled to get all of the invoicing done in the head office; everything would get faxed or

emailed there and it could take a long time to not only process the invoices, but also to then collect the payments. For any business, this time is very important and any delay in the process is crucial. Time is money!

Results: Immediate Turnaround Time, Greater Capability and Productivity, Paperless and Accurate Data Capture

Vulindlelas' immediate reaction to MobiWork was extremely positive. They were excited to have something that was customizable to their exact needs and desires. The first goal Vulindlela wanted to take care of was implementing an efficient workflow. Before MobiWork, everything was all manual and all on paper. **"We were very impressed with how easily MobiWork was configured to match our specific requirements"**.

They also had issues with invoicing, but with MobiWork as soon as a workorder was completed it was put into the secured cloud based server and invoiced right away. The total turnaround time was usually a standard 48 hours, but that number has been cut by more than half to the point where all transactions are processed in the same day. **"It made us twice as fast as the rest of the industry."** Their dispatch guys carry devices and load workorders for the technicians, received the notification. **"The improvement for turnaround time on paper work is, in theory, instant. Sometimes it could take up to 7 days depending on the job, and it took a good amount of time to follow up with guys in the middle of nowhere."** Now it is also consistent no matter where the job is taking place. They no longer have difficulty keeping track of everything whether it be happening out in the field or in the office.

The response from clients has been nothing but positive. Providing paperwork to clients almost as soon as the workorder is finished is particularly impressive to them. **"Everything seems to keep getting better and better."** Growth for a company is a common goal, and Vulindlela's growth strategy has improved tremendously; they are able to keep the same team while doing more. Before MobiWork, they did about 400 work orders a month, but it was no easy task. They were extremely busy and overloaded, racing against the clock to get those accomplished. Now, they handle 600 work orders in a month: **"We have increased the number of work orders by more than 50%, yet we are handling them with ease and no pressure, along with the capacity to grow even further"**. With MobiWork, they have a significant advantage compared to their competitors because none of them use any system, which makes them manually dependent on paper still.

Vulindlela also plans to use MobiWork for stock management within the next six months to keep track of the parts they need in order to fix vehicles. Furthermore, they want to set up custom select fields that accommodate their exact needs, instead of text fields when entering information about work orders in real time. The addition of these powerful forms and smart data entry is something that is beneficial in reducing any data error, minor or major, from a manual entry. This results in the elimination of accidental duplicate data entry as well, saving on everyone's valuable time and energy. This smart data entry process effectively manages tasks and maintains the highest level of accuracy in data quality.