



Colorado Doorways Improves Workflow Efficiency by 30%

Colorado Doorways is a Door Hardware and Commercial Security services company based in Denver, Colorado. It's the Rocky Mountain region's largest supplier of all components of the architectural door opening. They have achieved this high status by adhering to the same standards and values throughout their more than 40 years of history serving customers within the Commercial, Health Care, Education, Multi-Family and Industrial industries. Whether it's a building manager needing a single door or a large general contractor needing thousands of doors for a major construction project, Colorado Doorways can do it all, and do it well. **"Our experience IS the difference and we are firm believers that more than providing products and services, we provide incomparable expertise in our industry."**

Industry:

Door Hardware and Commercial Security/Locksmith Services

Regions:

Rocky Mountain Region, Denver CO, Fort Collins, CO, Cheyenne, WY

Key facts:

- More than 170 employees
- Rocky Mountain region's largest supplier of all components of the architectural door opening.
- Almost 50 years in business

Website:

www.doorwaysinc.com

"We have already saved several hundred-man hours in the office staff not having to send out daily emails to the technicians, and our technicians have saved hours in filling out daily forms without having to email. It's all automatic!" – Brent Botz, Systems Integration Field Project Manager

Key Challenges: Communication, Lack of Storage Space, Unified Platform

Colorado Doorways is a hardware supplier only company. They provide hardware from a jobs' conception to the final install. Not only do they provide the product, but they install it and take care of all the electronics from access control to auto door openers. They have over 30 years of experience with more than 170 highly trained employees. With 2,500 customers, and growing, they complete an impressive average of 35-55 work orders a day. But with the rate at which their business is gaining traction, they have ongoing need for improvement of communication and a unified platform that could be used company wide. That is initially what drove them to seek out a software. They found themselves sifting through email after email to find the associated information related with a job. On top of that, their email server kept going down due to too much storage space being used on the Microsoft Outlook Calendar, which is what they relied on at the time. They needed something with a solid platform that provided the user the ability to customize the function to meet their needs for scheduling and job tracking on a day-to-day basis.

Results: Fully Customizable Package, Business Evolution, Real-Time Scheduling and Job Tracking

Before MobiWork, Colorado Doorways were using Microsoft Outlook Calendar and would store email conversations and job logs via PDF. If something was rescheduled, they used the copy and paste method which would result in looking like a new work order was created. A technician's work was sent out on a daily basis via email, but they were limited to 10Mb max for documents. This was problematic on large jobs with large files because not all of the necessary documents were sent in every email, especially on lengthy projects. With MobiWork, all documents are stored with the work order for the life of the job, making it easier to acquire information for their technicians in the field. **"After meeting with MobiWork, their team was able to customize our account so we could achieve what we needed on a daily basis. Now we are live with MobiWork and are seeing all the benefits."** MobiWork has brought Colorado Doorways a fully customizable package with real-time scheduling. They are experiencing time savings, full viewability of each job, automatic preventative maintenance emails and custom forms to meet any job need. **"We have already saved several hundred-man hours in the office staff not having to send out daily emails to the technicians, and our technicians have saved hours in filling out daily forms without having to email. It's all automatic!"** They are currently able to track and work on 100 job site locations, with that number easily increasing by 50 in the summertime. **"Time to process has reduced by 25%, workflow efficiency improved by 30%, and overall productivity went up by 20% and this is just the beginning."** The biggest improvement they have experienced is less time doing repeated tasks with their old system. **"We have greatly streamlined our day to day process."** They are really seeing the benefits of using technology in the field and having everything in one place. Their overall workflow has greatly improved with the amount of information their technicians track per job and going to multiple jobs daily. **"Having information at our fingertips has cut down on the amount of calls to the office. Instead, office staff can use more time to dig through ongoing and upcoming jobs."** Colorado Doorways also uses MobiWork to add certain HTML programming scripts in forms for prefilled field and MobiRules Emails. This helps to better automate the email process with more job information to the project managers. They also mentioned that soon they will begin implementing delivery drivers for packing slip signatures. Very exciting!