



BACKGROUND

Established in 1955, the Minto Group is a fully integrated real estate development, construction and management company. Minto has developed over 1.5 million square feet of commercial real estate in addition to building almost 60,000 homes. With a long, successful history of managing its own diverse portfolio of properties, Minto is able to offer an experienced team and dynamic infrastructure to other real estate owners.

CHALLENGE

The use of technology is what links all of Minto Development's disparate businesses together and it has helped this family run company keep on expanding. Roger Greenberg, CEO of Minto says technology has really improved the bottom line. "We don't try to be on the bleeding edge of the curve, but we certainly try to be slightly ahead of the curve in terms of the use of technology."

Over the last decade, Minto has focused on technology to run their back office operations, using a combination of legacy systems, industry specific tools and off the shelf productivity tools. The business had progressed tremendously, but management still felt they were falling to reduce costs and boost productivity, and they detailed at least five areas of opportunity:

- **Post Delivery Inspections (PDI)** – The inspection that takes place when the new home owner does a walk through with a builder representative to make note of any outstanding defects.
- **Time and Materials Management** – Tracking labour and asset utilization in the field so that costs are controlled and accounting processes more accurately reflect their current business status
- **Work Order Management** – Dispatching work orders to independent subcontractors, project managers and crew foremen and being able to electronically collect results.
- **Asset Tracking** – Tracking location, asset type and asset identification information for all types of equipment in the field.
- **Work Site Safety & Security** – Tracking accidents, safety inspections and security concerns.

PROFILE:

- Established in 1955
- Construction and real state
- 60,000 homes

CHALLENGE:

- Increase productivity
- Decrease costs associated with collecting paper-based information
- Speed up accounting cycle

SOLUTION:

- FieldWorker Enterprise
- FieldWorker Client, Tablet Edition
- FieldWorker XML API Connector for 4D

CLIENT DEVICES:

- Fujitsu LifeBook Tablet PC
- Microsoft® Windows® XP Tablet PC Edition 2005
- Integrated Wi-Fi® Certified wireless LAN (802.11b/g), modem, and Ethernet
- 12.1" trans-reflective display

RESULTS:

- Extended productive hours of field workers
- Reduced administration and support costs reduced
- Admin staff can now focus on non-redundant tasks

“One of the reasons we chose to start with automating the PDI was that it was customer facing,” said Bob Ridley, Director of Information Technology. “We felt that our homeowners would feel better about us as a builder if they saw us recording defects on a tablet – they would trust that the work would get done.”

SOLUTION

Fraser Arrol, Business Analyst at Minto, was assigned the task of finding a solution for automating the PDI process. Arrol approached FieldWorker and set up an information session with representatives in all areas of the business. Managers came looking for a solution to the work management processes in their department, and left understanding the FieldWorker mobile application platform concept and how readily configured mobile applications could simplify their business processes.

FieldWorker Enterprise was chosen as Minto’s mobile platform. A project plan was designed to meet the following business requirements:

- **Pilot to launch within 2 weeks**
- **Internal resources to shadow FieldWorker consultants to maximize knowledge transfer**
- **At least 5 iterations of the Client application to be prototyped during the implementation phase and before pilot launch**

RESULTS

The FieldWorker team was able to launch a pilot on the 8th day of the project – 2 days under budget.

“FieldWorker went above and beyond our expectations in terms of providing support from project inception through go-live,” commented Bob Ridley, Director of Information Technology.

“We were pleasantly surprised that FieldWorker was able to deliver what they promised – a powerful solution in a very short period of time.”

“The industry is going this way, and with a tool like FieldWorker, we feel there’s little or no risk at being at the leading edge of mobile data collection in our industry,” said Arrol.

Ridley continued, “I think it’s no question that this technology has made our workforce more productive, more connected and more able to carry on the social aspects of their job as well as the business aspects.”

