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5/18/2019

IST 361

Pondelick

Project Proposal Assignment

Mammoth Restoration is a restoration and construction company that offers emergency services that include a two-hour maximum response time to any new jobs that they receive and an assessment of damages and cost of repairs within twelve hours after that. Mammoth Restoration's main company directive is to repair or replace any damage to a client's home or business in the fastest and most efficient way possible, and they do so from multiple locations around Pennsylvania that allow them to provide services to customers across almost the entire state with ease. The company architecture includes a central location where all jobs are created and managed by Team Coordinators and branch locations where each restoration and construction team reside. The company hierarchy consists of a Leadership Team including the senior manager of each department in the company and departmental employees that report to their managers, all of whom work primarily out of the centralized office location. Each branch location then consists of a Project Manager, who report to their branch's Team Coordinator for scheduling and job updates, and each Project Manager leads their own construction/repairs team that perform the actual services to client homes and businesses. Mammoth Restoration's departments include a Human Resources department, a Financial department, a Team Coordinator department, an Estimating department, a Marketing department, and a Service department with only the Financial, Team Coordinator, Estimating, and Service departments being involved in obtaining and fulfilling jobs.

The Service department, which is the largest and most active of the departments, primarily use Dash project management to direct them as to what job they are working on and when as well as doForms to submit job information such as claim sheets and pictures to be used by the other departments. The Team Coordinator department handles the intake and creation of new jobs and manages their assigned location's employees to carry out those jobs including scheduling, order processing, and answering company calls. Team Coordinators use Dash

project management services to configure their team members' schedules and job assignments and doForms' form service to fill out various forms that collect job information. The Estimating department handles the analysis of damages and determining what work needs to be done in order to restore the structure to the way it was before damages occurred as well as the calculations of price in terms of repairing the damage done to the structure. Estimators use Xactimate software to generate price estimates based off reports made through the doForms service which they may make themselves occasionally and use Dash project management software to update a job's progress. The Financial department handles the business' money including the processing of transactions and the management of job funds and price models. Employees in the Financial department also work with the client's insurance company to fulfill payments and does so using QuickBooks, an application that allows them to use the reports from the Team Coordinators and the Estimators to create invoices for later processing. The problem that exists with this current system is that Mammoth Restoration is paying too much for all of the service licenses that they use to complete each job. The entire company uses G Suite to manage company documents, Dash also manages each employee's time clock, and QuickBooks also manages the business' payroll. At the root of the problem, the forms used in job processing across its entire lifecycle that are being created with doForms are only saved on doForms servers and must be downloaded and moved to the appropriate network drive folder. Mammoth Restoration currently pays for an extra doForms service that automatically downloads the files created to a location on the device it is installed on, but that service costs extra as well. Once these files are finally uploaded to the G Suite Drive, they must be downloaded once again by those that need to upload the documents to Dash. And, while Google does provide a Forms service, their version does not support the caching of failed submissions due to lack of network connectivity. QuickBooks and Xactimate are specialized services that are difficult to replicate solutions for, but doForms and Dash are two services that can be easily combined into a custom solution.

While what is described above specifically relates to Mammoth Restoration, I believe that many other companies that require project management and forms services face similar issues and would benefit from a combined solution. What I am proposing is a service designed for G Suite that has a feature allowing users to create custom forms to be used in business processes, fill out those forms, and then have those form submission contents be exported to the

organization's appropriate cloud drive directory based upon the information inside of the documents. Another feature of this solution will be a project management feature that creates a project instance that links to the drive folder where its documents are being stored, manages an employee's schedule and logs their time working, and allows the assignment of an organization's employees to specific tasks of the job lifecycle. This service would be in the form of a WebApp that will allow it to integrate with almost any other web services and allow the service to be accessible from almost any device, enabling companies to execute their custom processes with optimal efficiency.

There are many services that currently exist that can carry out the tasks of the solution I am proposing. Wrike is a project management service that allows users to break projects down into subtasks and assign them to groups or individuals, create workflow charts, build reports, track progress in real time, and share files related to each job. The solution that I have proposed will include all these functionalities, so that leaves Wrike lacking the necessity of a form creation and submission feature as well as a shift logging feature. Zoho Forms is a service that allows for the creation and use of company forms for jobs and it has features that can integrate with an organization's drive for saving form as well as a feature that temporarily stores forms that fail to upload until the application is able to successfully do so. These two services are the most popular of their kind, and, of all the different project management, business form, and time clock solutions that exist, not a single one integrates all three of these general, yet essential, features.