



GUIDE

Improve safety, quality, and your bottom line with Fulcrum



On-time, on-budget, safe delivery of high quality projects with the Fulcrum field inspection management platform

You get what you measure.

On-time, on-budget project delivery demands constant attention to details: quality inspections, asset maintenance, safety management, process execution, and more.

Managing all of this by instinct isn't enough. In fact, it's often harder and causes more stress than putting in the work to measure your processes and outcomes. Whether you're building out infrastructure, performing maintenance, proving safety compliance, or conducting in field-based installations, better data will drive better performance.

Focus for a moment on one aspect of your projects: **quality**.

When companies compete only on price, they're in an ultimately destructive race to the bottom, cutting corners and burning bridges by dashing customer expectations. However, when a company is known for its quality work product, this reputation can become the differentiator in a sea of competitors. Digital field inspection management for quality can help reduce costly rework that can rob your company of 10% or more of its profits, ultimately making the difference between a company prospering or barely staying afloat – or perhaps even going under.

But how are you ensuring that quality remains the focus of your attention? And how do you know that your quality improvements are paying dividends in terms of things like rework and lost time?

When you look across your projects, consider how your processes, quality inspections, safety inspections, and SOPs are ensuring that you'll realize a profit rather than a loss.

Knowing these things requires data. It requires the ability to measure safety and quality and to measure your processes — and the people who are performing them. It requires Fulcrum.

What projects need...

Whether your team is conducting utility pole maintenance, building an apartment complex, or working on any other project with rigorous quality standards, completing projects on time requires a delicate balance of:

- **Consistency** — Labor is transitory, and just because you have a worker performing a task today doesn't mean that same worker will come back tomorrow – or ever. Digital checklists ensure that even the newest worker can follow along with best practices and SOPs, with automatic push-throughs of process changes ensuring everyone is working from the same guidebook.
- **Safety** — Companies that don't invest in their workers' safety pay a price far beyond the human toll of accidents. From damage to reputation, inability to get work done on schedule, problems with keeping skill staff onboard, fines, increased regulatory scrutiny, higher insurance rates, lawsuits, and worker's comp claims, every company has overwhelming incentives to keep their workers safe. Here again, digital checklists provide an easily-accessed and updated guide for workers so no unsafe condition or dangerous missed step causes an injury (or worse). Even better, when you allow anyone in the community to report safety concerns, everyone has a voice – not just those with "safety" in their job titles.
- **Quality assurance** — Going through project checklists, comparing completed work against "known good," and submitting tasks for supervisor review, all become easier with a real-time, SaaS-based field inspection platform. Your workers can cross items off a list, check their work, and submit for approval all in one process, then move onto the next thing knowing the work was done right the first time.
- **Quality control** — If something does need to be redone, either due to changing requirements, design problems, or any other issues, the Fulcrum platform allows for quick remediation through either automated workflows or task creation/assignment. In addition, the detailed records collected every step of the way allows for easy identification of areas where oversights may have occurred.
- **Flexibility** — Change is inevitable, and issues and requirements that weren't readily apparent at the start of a project may become so after work begins. Fulcrum's digital field inspection management platform allows you to adapt to changing circumstances, such as new equipment or updated quality requirements.



Fulcrum delivers

- **Easy task creation and assignment:** With Fulcrum, you can quickly plan your projects by creating tasks and assigning them to team members, with checklists that ensure that no detail gets overlooked or flaw goes unnoticed.
- **Automated workflows:** Fulcrum's built-in workflows manage both the scheduled work assigned during task creation as well as any ad hoc issues discovered through public and private issue reporting, so from Day 1 your people are on task and doing what needs to be done to keep quality standards high.
- **Real-time dashboarding:** It's easy to keep project momentum going with Fulcrum's real-time dashboards to track of your team's progress and ensure all quality checks are completed (and issues are addressed).
- **Public and private issue reporting:** With Fulcrum's public and private issue reporting, everyone on site – even people who may work for different companies or in disparate roles – can easily and anonymously report quality or safety issues just by scanning a QR code and filling out a web form without installing any software on their phones.

Fulcrum gives you and your field workforce the power to monitor all these things — in real time and at scale.



Fulcrum in use

Enhanced inspection and documentation

With Fulcrum, you can remotely monitor your teams in real time (or near-real time, if they're working without WiFi or cell service) to track the progress and quality of your projects, whether they're happening down the street or seven states away. You don't have to be there in person. Your team members can simply open the app and:

Take a record. By helping you create a process where each person performs inspections consistently and records how long it took, where and when they did it, and other factors, Fulcrum helps you track progress and identify blockers.

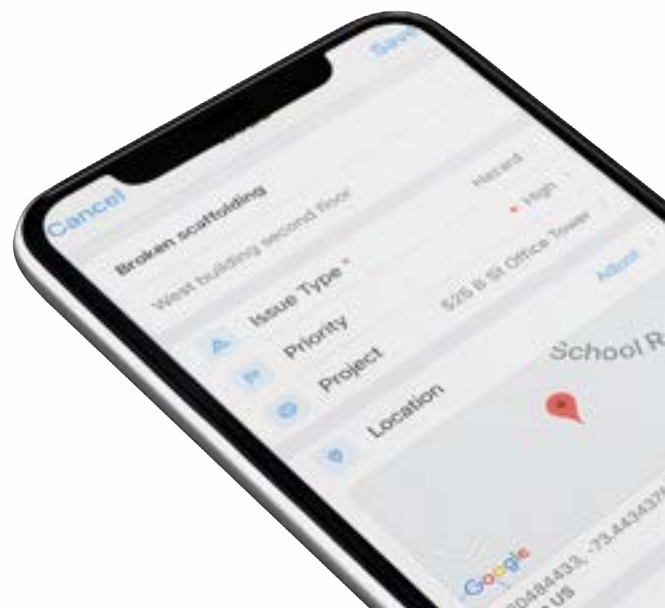
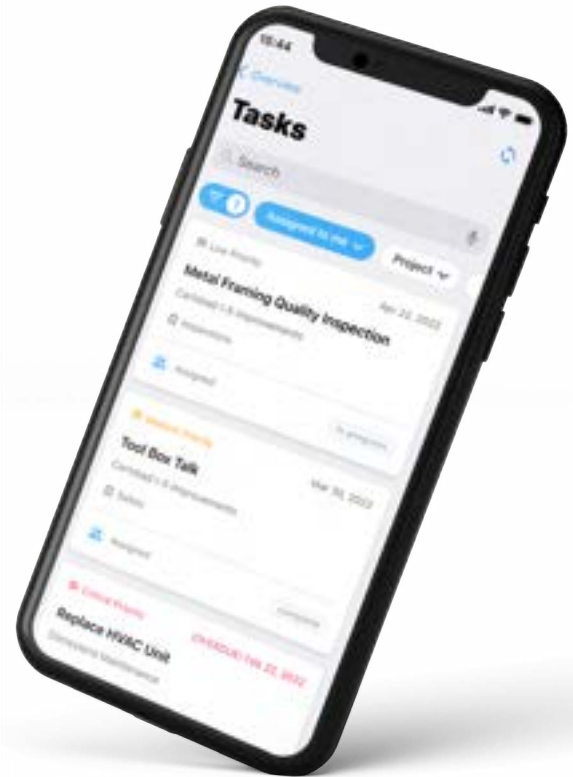
Take a picture. Stop interpreting what your team member means when they say that something “looks good.” Use Fulcrum to take photos that show the job was done right — that a completed installation is up to code, for example, or that trees surrounding power lines have been pruned correctly.

Take a video. Don't limit yourself to snapshots in time. Fulcrum can capture a video of a team member following a correct procedure, which eliminates any question about whether your team is doing work safely and properly. As soon as that data syncs, it's instantly available to you — or anyone with access to your Fulcrum dashboard — to sign off on. The sooner you sign off on one project, the sooner your team can move onto the next.

Not only does Fulcrum enable your field workforce to improve the quality of their work, it empowers you to improve their processes, seamlessly and continuously.

Use location. Every record, photo, video and audio recording is automatically timestamped and geotagged so you know exactly when and where it was collected. That way, if a recently-installed power pole or repaired faulty machine guard needs to be reinspected, for example, you'll have no problem finding the precise location.

Streamline the inspection process. Whatever you're inspecting, you want to make sure that the measurement process itself is efficient and economical. Fulcrum enables rapid inspections, dynamic workflows, and automated inspection reports that let you share results quickly and efficiently — without ever having to switch to a laptop or print anything out.



Improved outcomes

Increase consistency. As you make process improvements, you'll want to push them out to people as quickly as possible so everyone is working the same way.

Fulcrum lets you be sure that your entire field team is using the latest checklists, inspection processes, reports, and workflows, without desktop sync or paper-based issues.

Boost quality. Enabling your field workers to demonstrate the quality of their own work will help you monitor their job quality without babysitting them. Fulcrum makes it easy for every team member to quickly document their work using their own phones or tablets, without slowing them down.

Every record, photo, video and audio recording is automatically timestamped and geotagged so you know exactly when and where it was collected. That way, if a power pole needs to be reinspected, for example, you'll have no problem finding it.

Better demonstrate your value

Records collected in Fulcrum are stored safely in the cloud where stakeholders can access it instantly to understand the efficacy of their field workforce.

Prove the work was done right. Fulcrum's automatically generated reports immediately document that your project work is complete, meets standards, and is ready for acceptance.

Show the value of your programs. Fulcrum allows the data you've collected to be available for further evaluation in analysis tools, reporting systems, geospatial platforms, and more. And the more ways your data gets used, the more valuable it — and your team — becomes.

Fulcrum enables new levels of visibility into the work and worth of your field workforce.



Level up with Fulcrum

With Fulcrum, anyone can automate inspection processes in minutes, using seamless, end-to-end workflows that enable consistent, measurable, and repeatable processes.

Fulcrum's SaaS-based field inspection platform allows you to:

- ▶ **Digitize inspection processes.** Simplify field inspections with easy-to-use checklists, team-wide issue and task management, and fully customizable inspection processes that can be built in minutes.
- ▶ **Drive intelligent automation for inspection teams.** Streamline inspection processes on Day 1 with easily configurable workflows, task templates, and safety and quality process validation via an out-of-the-box issue management framework.
- ▶ **Enable data-driven reporting and analytics.** Promote organization-wide improvement using actionable insights from real-time reports, performance dashboards, and location-aware analytics.

LEARN MORE

Want to find out for yourself how Fulcrum can help keep your people safe, your quality high, and your projects on track? Start a **free trial** today!

