

Case Study

MOODY INTERNATIONAL

"Moody have 1600 Dynamic Forms users globally and estimate that we have delivered savings of \$10 million"

John Northeast and Richard Dobson, Moody International

Moody International utilise Dynamic Forms with amazing results!

Moody International operates from more than 80 offices in over 60 countries. The company provides clients with wide-ranging expertise and access to thousands of skilled specialists worldwide, bringing clients integrated solutions to ensure quality adherence within the supply chain.

Moody International is focused on the provision of technical inspection services in support of new equipment manufacture, on-site activities and in-service inspections.

"Dynamic Forms empowers Technical Specialists to compile inspection reports in the field by following product-related inspection protocols and generating complete reports in real-time, for review and transmission to clients."

Moody International

BUSINESS SITUATION

Moody's 1600 mobile inspection specialists are required to complete a large amount of forms whilst in the field. To get ahead of their competitors and **increase efficiency**, Moody knew they had to implement an accurate and efficient method of data collection.

Reports were taking days to process; mistakes were made as forms were complicated and not logical. Moody International's existing data capture systems were **wasting time and money** on unnecessary paperwork.

THE SOLUTION

Moody needed a solution that could increase efficiency, decrease costs and reduce the use of paper by their mobile technicians and office employees.

Dynamic Forms allows Moody to create their own forms, with their own design and layout, without any need for highly skilled IT developers. Because of the **flexibility and simplicity** of the product, forms can be generated by any authorised user.

THE BENEFITS

Data can be collected on a variety of platforms. Results are sent back instantaneously to Moody's in-house portal, eliminating a delay of several days.

"Dynamic Forms converts any paper template to electronic format and allows mobile workers to provide instant feedback on inspections, surveys or any other field-based activity."

Phone Jane on 0845 838 2184 for more information



Business Benefits

- generation of comprehensive reports from minimal data entry
- ability to capture data in a simple and logical way
- inspection related data is captured directly while inspection/monitoring is taking place
- multiple platform access to the system, reflecting available communication channels, local security restrictions and environment
- generation of inspection reports that capture all required data, and outputting it in a complex, dedicated narrative format that is of value to the client
- generation of a complete inspection report from a single device
- customisation of the report to accommodate client specific formats and inspection needs
- integral photograph and signature capture

THE NEED

To get ahead of their competition and increase efficiency, Moody International wanted to **implement** an **accurate** and **efficient** method of **data collection** as the old data capture systems were not living up to the high standard of service Moody wished to provide.

Inspection processes involve extensive paper work, and photographs taken on-site had to be kept on file until the data could be sent back to the processing office.

"As a client focused company Dynamic Forms has helped us become more efficient in responding to our clients' needs."

Richard Dobson, Moody International

ACTION TAKEN

With **igroup's Dynamic Forms**, site inspections can now be completed and processed in minutes rather than days, leading to quicker input of data and report production, along with **decreased administrative time** and errors.

Dynamic Forms has given Moody the ability to create their own forms, with their own design and layout, without any need for highly skilled IT developers. Forms can be generated by any authorised business user. The data can easily be recorded on a variety of platforms, including rugged devices, in a simple format.

The photo capture tool, which allows the inspector to save evidence within the form on the mobile device, is especially useful. The inclusion of standard paragraphs which can be auto-generated for use within reports dramatically reduces the time spent on report generation.

"igroup are client responsive and entrepreneurial, they are visually engaging, and very flexible; they were responsive to our needs. We have had no issues with them whatsoever."

Richard Dobson, Moody International

THE END RESULT

Once an inspection form is complete the results are instantaneously sent back to Moody's in-house portal, rather than taking several days to be returned as was the case previously. Dynamic Forms has **delivered** a substantial time **saving** for the organisation.

The Job Scheduler tool integrates into Moody's existing bespoke operational system and allows users to send jobs to mobile workers in the field, thus speeding up the process even further. There is now less demand on data input, costs have been cut significantly, and Moody have seen a notable increase in customer satisfaction.

Moody International are so **delighted** with Dynamic Forms that they are promoting the efficient service they now provide their customers through a special video on their website. **You can see it here.....**

Customer Overview

Customer: Moody International

No. of mobile workers: 1600

Industry: Numerous

Customer turnover: Over £32 million in 2008

Customer profile:

Moody provides services to clients in oil & gas, power, mining, construction, engineering, chemical, food and other industries.

The Moody International Group is a worldwide technical services organisation dedicated to reducing clients' risks by providing technical inspection services, technical staffing services, consulting and training on a global basis, and management system certification on a local basis.

Moody are the largest and most widely recognised global provider of customised technical, leadership, marine and behaviour-based safety consulting and training for the oil & gas industry and other high-risk industries.

Their management systems certification business is ranked in the top 10 worldwide.

"We love Dynamic Forms, it has been exactly what our business needed to move forward!"

Richard Dobson, Moody International