



CASE STUDY: DGC ENVIRONMENTAL SERVICES, INC.



“Reflexis has given our small business the opportunity to successfully compete in a large market.”

- David Clarius, President

The Problem

DGC Environmental Services, Inc. provides storm water maintenance for many different companies throughout Florida and Alabama. DGC Environmental’s management team needed to keep in touch with individual crews on job sites, track the types of services the crews were providing, monitoring herbicide usage, and report treatment progression. Their largest clients require before and after pictures of the maintenance performed, so crews carried digital cameras which were often damaged by water and weather conditions such as rain and humidity.

Reflexis Solution

Reflexis consulted with DGC Environmental to understand the problem areas to ensure the transition to PDA-based field reporting would be a smooth and appropriate transition. By changing from digital cameras and paper-based check lists to handheld PDA units with built-in cameras, the need for cameras was eliminated. Electronic checklists now allow management and customers to see job progress daily instead of monthly.

Key Benefits

Monthly maintenance productivity has increased which has subsequently increased DGC Environmental’s ability to quickly complete work orders and resolve environmental issues for customers enabling them to comply with state regulations regarding environmental protection more quickly to reduce or eliminate subsequent fines.

Reflexis’ Success Metrics

- With the deployment of ten units in two states, Reflexis provides central management and support with live support desks, training and equipment replacement service.
- Every week over 500 man-hours are directed and measured to time-on-task standards.
- Information pertaining to 100% verifiable, best-practice standards of execution is managed for over 800 discrete tasks each week.
- PDA deployment has enabled a 25% increase in successful work order completion.

- Authorized users access, report, and analyze a database of over a million discrete data points 24 hours a day, 365 days a year.
- The Reflexis platform has performed with 99.99% reliability and without any data having been compromised.
- Daily call schedules are automated and tracked.
- Jobsite supervisors can call up detailed customer histories and modify them on the spot with comments.
- Maintenance information, job status and environmental changes were all available instantly, allowing the group to accurately manage customer expectations.

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www.reflexisinc.com | info@reflexisinc.com | The Americas: +1.800.781.3609 | Europe: +44.1256.316.130