



Covid-19 Outbreak: Supporting A Remote Workforce With Mobile Forms By doForms



The current global outbreak of COVID-19 has caused organisational problems in workplaces all around the world, with many companies requiring their employees to work remotely.

Field Service as an example:

Problem: Paperwork is prolific in field service, including job tickets, invoices, order forms, inspections, proposals, and timesheets. Revenue will be impacted simply because companies can't collect nor process all the paperwork.

Solution Feature: Schedule and dispatch jobs from the home office, and monitor that jobs are received, opened, and completed. Receive video and images of job site progress, let workers schedule their own day with instant home office visibility by management. doForms also allows you to track workers by mobile phone and offer daily reports.

Benefit:

- Capture OH&S, safety issues as they happen in real-time, reduce company and directors liability
- Reduction in non-billable time
- Elimination of manual data entry
- More timely reporting
- Full visibility and control of the field force from home offices
- All workers are working with the same forms at the same time
- Replacing paperwork tickets with digital work tickets.
- Adding image capture, video, GPS stamps and audio files within the form
- Inspecting facilities, job sites, hospitals, supermarkets, mines
- Forms to instruct workers on new policies and procedures
- Attached work/instruction documents with a form that can be opening within the form

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In this article we will:

- Define the issue of working from home that the current situation has put in place
- Point out doForms' positioning advantages that can alleviate the said issue
- Review the most common pain point employees encounter in this situation
- Discuss doForms use cases across different industries and what benefits they provide

COVID-19 Outbreak's Workforce Problem

Almost every company has been forced to have their employees work from home. But many companies are unprepared for remote work and online collaboration, and are asking questions like:

- How do you manage your stay-at-home workforce?
- If the office is closed, how do you process paperwork?
- How do you determine which workers are showing up to job sites?
- Do any employees need to interact with people in order to complete their job?
- How can you manage stores, construction projects, and restaurants remotely?

doForms Helps Businesses During The Coronavirus Pandemic

doForms facilitates productive workflow from any location and any device, supporting remote workers.

doForms also notably offers contactless signatures. This enables employees, customers, and others involved in any transactions of paperwork to remain 6 feet or more apart from one another without hindering workflow, contracts, invoices, or other required documents.

Here's how it works:

- The employee sends a mobile form to the person who needs to fill it out. It doesn't matter if they are an employee! The mobile form will be sent directly to their email/device.
- The person simply fills out the form and fields on their device, then sends it back to the employee.
- The information is automatically collected by doForms.
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Contactless signature is particularly important during coronavirus. Paper forms are people-intensive, and typically require centralized processing and one-one-one handoffs. Not only is this process longer and less secure – it also cannot be safely executed throughout the COVID-19 pandemic.

However, doForms's contactless signature feature – which is unique to this mobile form provider – allows documents to safely transfer from person-to-person, collecting data without human interaction and digitizing documents in less than a day.

Mobile Form Questions To Ask To Improve Workflow During The COVID-19 Outbreak

To better understand the need for doForms solutions and your own perspective in the situation of employees working from home indefinitely, ask yourself these questions:

- Is your current process for managing your stay-at-home employees based on a variety of cobbled together technologies like email, texting, faxing, spreadsheets and PDFs?
- Are you struggling to manage how many employees are showing up to work or calling in sick?
- Do you need to mobilize your workforce in response to recent events? Do any employees need to interact with people or visit customer homes?
- Is your company continuing to operate but struggling with data collection, reporting, timesheets, inventory, delivery, and cash collections?
- If you were able to have your forms digitized in 24 hours, loaded on a tablet and emailed to your employees' home would you consider allowing us to build you one form quickly to demonstrate how this would all work?
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Common COVID-19 Customer Pain Points

The COVID-19 outbreak has created a situation in which company leaders and employees alike face these common pain points:

- Paper forms require centralised collection, processing, and storage.
- Lack of employee visibility by management creates work distribution difficulties.
- Lack of supervision at job sites and facilities result in missed deliverables and poor quality.
- Inability to provide management reporting because paper forms are not being processed in a timely fashion.

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