Time to get off the paper trail and get back to growing your business
Most small businesses have one big problem...

Whether you’re flying solo or you’ve got a whole crew on board, eventually you’ll run into a brick wall (well, a paper wall). And it’s one you built yourself.

It’s the dreaded paperwork that distracts businesses of every size. It can reduce nimble businesses to a snail’s pace. It fritters away cash (you can’t spare) on paper (you don’t need). Worst of all, it leaves a trail of frustration – for you, your people and your customers.
Do any of these scenarios seem familiar to you?

Does information get lost in transit (whether physically or electronically) from field to office?

Does illegible writing cause frustration when translating information captured from customers or deliveries?

Does the time lag of capturing information slow down your internal processes?

Is billing information captured in the field and then processed when the paperwork or devices are brought back into the office?

You know there has to be a better way, but who has the time to validate another complex solution?
Consider mobile forms

What if, instead of trying to manage your business with illegible, incomplete and inaccurate paper forms, you could simply use digital forms on the mobile devices you already have?

Suddenly, everything speeds up. The information you have is way more accurate, easier to find, and simpler to share. People can stop spending so much time on paperwork and just get on with their jobs. Plus, there’s no more wasting money on reams of paper that weigh your business down.
With mobile forms you’ll get four big advantages:

1. Easy data collection.

Mobile forms enable you to capture essential information wherever you are, straight onto your mobile device of choice. And it’s easy to share that information, too. So your colleagues, customers, and suppliers can all find what they need when they need it.

What happens with paper...

A heating engineer (let’s call her Jan) makes a service call and finds a faulty part on the customer’s boiler.

Of course, the book of parts numbers is way back at the office, so Jan fills out a form with an illegible description of the part and takes it back to HQ (eventually). She tells the anxious customer that she’ll come back to fix the boiler “soon”...

The next day, Jan sends the form to a supplier who can’t make out her writing and so can’t deliver the right part. A few days (and a lot of angry calls) later, Jan finally gets the right part and fixes the customer’s boiler.

...And what happens with mobile forms

Jan finds the faulty part, but doesn’t have the part number at hand.

No problem. Using her mobile device, Jan takes a photo of the part, types some notes onto the mobile form, and shares it with the supplier, who dispatches the right part that same day.

Jan tells the customer the part’s on its way and she’ll be back tomorrow to finish the fix. The customer’s reassured and Jan can get on to her next call without sweating over the missing part.
Accurate information.

For paper forms to do their job, everybody needs to have easy-to-read handwriting (yeah, right), nobody can overlook whole sections of the form (as if), and everyone must fill out every form with relentless accuracy (umm...).

Capturing information on a tablet or phone, on the other hand, digitizes data collection and translates this into a readable format with the systems back in the office. Important information can’t just be ignored, and (almost) infallible accuracy becomes simple to achieve.

**WHAT HAPPENS WITH PAPER...**

Brad owns a great business selling office stationery. He has a couple of salespeople who take orders on paper (and very often for paper) while they’re out visiting local businesses and assessing their needs.

The trouble is, those salespeople have no idea if what they’re ordering for the customer is actually in stock in the warehouse.

Will the customer receive what they’ve ordered? Will the salespeople look and feel unprofessional if they’re asked a question about availability? Will anyone ever shop with Brad’s company again?

**...AND WHAT HAPPENS WITH MOBILE FORMS**

Using mobile forms on their tablets, Brad’s salespeople can map customer orders to inventory availability in real-time.

Customers can get on with running their own businesses, knowing when their stationery orders will arrive.

And the salespeople look (and feel) like rockstars.
A clear view of your business.

Digital signatures and time-stamping on mobile forms help you keep track of everything that’s going on and stay ahead of demanding schedules. You’ll know exactly when and where work’s been completed (and what’s still to be done).

Angelina runs a local real estate company.

Angelina’s overwhelmed with paperwork and emails regarding tenancy agreements, sales contracts, inventories, project estimates and more. She struggles to keep track of which clients have signed which documents and ends up spending precious time driving across town to collect physical paperwork, or spending money on couriers back and forth. Staying on top of her growing client list is more and more challenging.

...and what happens with mobile forms

With mobile forms, Angelina and her team can capture time-stamped digital signatures, so she can easily find out who’s approved what and when. Even when cases mandate a physical signature she can validate that this has been captured with a quick search in the electronic files before locating the physical document.

It speeds up the time to close a deal allowing more time for prospecting, and saves her and her customers precious time getting physical documents back and forth.
Faster billing and improved cash flow.

With orders recorded on paper or captured in an unreadable digital format there’s a big (and expensive) lag between completing the work and getting paid for it.

Mobile forms allow you to invoice for goods and services immediately – and faster billing means better cash flow, which is all any business could ask for.

Remember Jan the heating engineer?

Well, that incomplete, illegible paper form slowed everything down so much that it took weeks for her company to get paid, even for the initial callout.

In fact, the fix was delayed so long, Jan’s boss had to give the customer a hefty discount just to stop them from inciting a torch-wielding mob on Twitter.

...and what happens with mobile forms

When Jan went back and fitted the part the next day, the customer approved the repair on a mobile form.

Back at the office, the customer sign-off meant an invoice could be created and emailed straight away. And contented customers are often happy to pay their bills on time, so Jan’s company’s cash flow keeps on flowing.
Do these examples sound familiar?

Mobile forms optimize the productivity of both field and office teams. The benefits easily translate into improved customer experiences, making them more likely to be repeat customers.

Even if your forms are already digitized, are you getting the most out of your current solution?
Let's chat

If you'd like to learn more about how Canvas mobile forms from Sprint can make it faster and easier to collect, find and share the data you need, get in touch.

Call 877-633-1102, or visit smallbusiness.sprint.com

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