

86% OF VENDOR HOURS SEAMLESSLY PROCESSED THROUGH TRACK

Problem | Resistance to Change and Payment Delays


A heavy asset leader needed to pay vendors on time. But they faced a common challenge: adapting to change. While the potential benefits of incorporating a new contractor data management system, TRACK, were apparent, there was hesitation to modify established processes.

Without a comprehensive system to track orders, hours, and resources, the company struggled to maintain strong relationships with vendors and lacked overall operational efficiency.

Solution | Embracing TRACK for Transparency

The facility decided to take the plunge. First, they wanted to ensure their foundational practices and processes outside of TRACK were compatible with the new system. It didn't take long before they realized TRACK's robust functionality catered to their specific needs.

Next, the supplier collaborated with the experts on the MServ team, who were working on behalf of their client.



“Prior to TRACK, we had blurry visibility on what vendors had been paid or even if they have a purchase order, now we can clearly see what worker’s time needs to go to a purchase order and who is the vendor that is waiting on the payment.”

– Contractor Management Lead (Superintendent) at Supplier

Results | Enhanced Vendor Relations and Operational Efficiency

The adoption of TRACK ushered in a new age of transparency for the facility.

The ability to pull up job orders instantly, ascertain resource allocation, and track on-site hours became invaluable, especially given the supplier's emphasis on safety. Beyond this, on-time vendor payments became more consistent, enhancing the company's competitive edge.

Now, every work hour, every resource, and every job were visible, promoting compliance and ensuring undisputed contract term delivery. This clarity fostered a renewed trust between the Contractor Management Team (CMT) and their vendors, solidifying their partnership.

Conclusion: Transformation Beyond the Numbers

Post-implementation of TRACK, the facility saw a remarkable 86% of its operational hours processed seamlessly. But the transformation went beyond numbers. There was now crystal-clear visibility on vendor payments, purchase orders, and worker allocation.

By viewing TRACK as a supportive tool, the facility has successfully enhanced its operational efficiency, strengthened vendor relationships, and established benchmarks.

Unlock Your Full Potential Today with our Experts!

Embrace the future with confidence and take your success to new heights. Contact us today to learn how MServ can fast-track your ROI.



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