



RAELapp.com means more work done faster

RAEL Sprinkler Maintenance Corp. provides inspection, maintenance and repair service to over 1,000 buildings in the five boroughs of New York City, Westchester, Nassau and Suffolk Counties. Emergency service is available 24 hours a day, 7 days a week. We handle all Fire Department violations including five-year standpipe, sprinkler and residential flow testing.

RAEL Fire Extinguisher we test, inspect and maintain fire extinguishers, sprinkler systems, exit lighting, AED and first aid kits to NFPA standards at all times. Other services include fire and life safety inspections and risk assessments, fire drills and training. We are fully compliant with all NYFD and NJFD regulations and all service are completed by the guidelines set forth in the NFPA 10 Standard.

RAEL Fire Alarm LLC is a full service fire alarm and special hazards systems installation, inspection, testing, maintenance, sales and service company. RAEL has NICET-certified fire alarm specialists, well versed in NFPA codes and local AHJ requirements across the metro NY area. RAEL Fire Alarm is fully licensed, insured and bonded for any size project.

Clients

RAEL Fire Protection Services is a fourth-generation full-service fire protection company that has been providing uninterrupted design, installation, inspection, maintenance, testing, and repair services for over 80 years. The trusted name in turnkey fire protection installation for the most challenging high-profile commercial, sports, institutional, residential, hotel and infrastructure projects.



Challenges

RAEL was using multiple on-premise hosted software applications to manage their entire operation. The team members in the back office, the salespersons in the front office and the technicians in the field were all disconnected. RAEL had troubles with managing repair work orders and inspection contracts. The organization was stuck in email communication, manual tasks, an extremely large amount of paperwork in a technology forward society. Their competitors in Fire & Life Safety world were starting to win more contracts due to better reporting, client communication/transparency, and more accurate/faster inspections. They also could not keep track of their ever growing equipment inventory. Ultimately, RAEL was unable to grow their business at the rate desired.

- Higher operating costs
- Manual and time-consuming processes
- Ineffective team management
- Lagging behind in the market
- Lack of Client Transparency
- Inefficient vendor management
- Inefficient Technicians
- Non-existent digital asset management

Goals

RAEL's president had a goal to build a single platform for his clients to perform their own monthly, quarterly, semi and annual inspections on and generate deficiency service work and submitted it directly to his multiple fire life safety service companies to accept, execute, report and invoice to allow the business to become a market leader at economies of scale.

Solution

Featured Use Case: RAEL-REDi. RAEL developed a highly custom fire life safety platform built on Core Stealth.

RAEL's clients will have access to subscribe to the platform through their RAEL account executive or can self-serve through the Core MarketPlace. This provides RAEL clients with dashboards containing key KPIs as well as complete transparency into the inspections and repairs performed on-site by RAEL technicians. UtilizeCore's partner also provides RAEL with digital asset tagging so their client can a site based digital registrar of every single piece of Fire & Life safety equipment.

RAEL team members can now work cohesively in one single platform. The back office, front office, and technicians in the field now operate in sync leading to better operations, enhanced AR/AP, employee satisfaction. Naturally, sales increased and RAEL was back to winning the most coveted jobs in the 5 boroughs of NYC. The optimized dispatch board created better understanding and management of technicians. The integrated invoicing module created faster billing and less work for AR/AP. The agreement module allowed team members to automate their work order creation and dispatch, as well as providing automated invoicing shipped directly to their clients inbox. The proposal module provided account executives with better insight into their margins and gave them the ability to generate proposals on site with the RAEL-REDi branded mobile application.

RAEL is now able to deliver proper automated reporting according for NFPA, NYFD, NY Port Authority, and many more. The robust reporting module not only generates reports but UtilizeCore has implemented a custom HTML builder to allow RAEL team members to create any type of report they could ever need.

Aforementioned partner of UtilizeCore allowed technicians to also become tagicians. The NFC + QR Code technology asset tags made equipment more meaningful. Equipment history and equipment analytics gives deep insight into the health of the building, while keeping digital records stored for easy access.

- Automation
- Reduced operating cost
- Single platform for all their work
- Real-time tracking and monitoring
- Modernized invoice, work order, and proposal management
- Client management and transparency
- Support for remote work
- Simplified team member and vendor management
- Digital Asset Management
- Custom and automated reporting
- Centralized Dispatch Board
- Increased Sales

