

CLIENT:



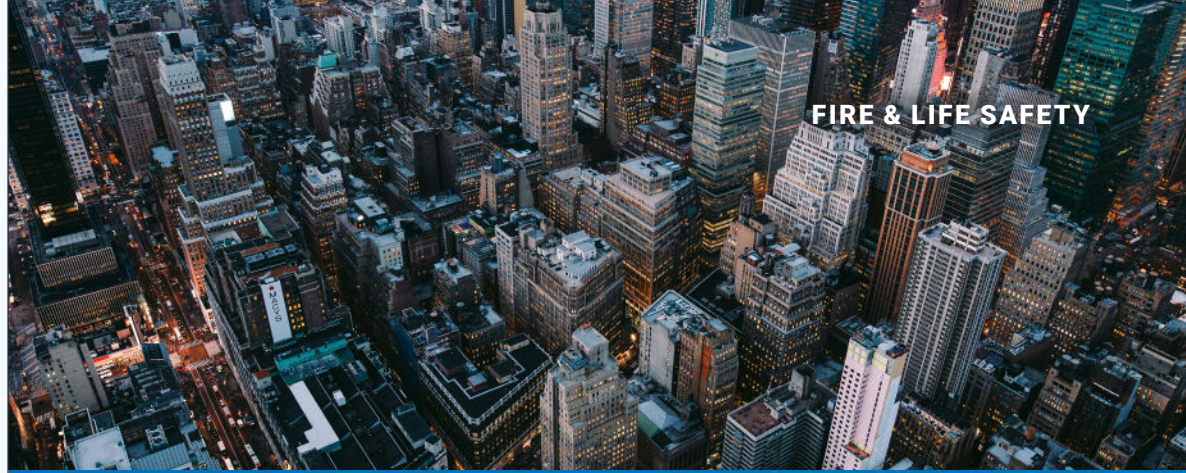
RAEL National, a fourth-generation full-service fire protection company, has provided uninterrupted design, installation, inspection, maintenance, testing, and repair services for over 87 years.

SOLUTIONS HIGHLIGHTED:

- Optimized Dispatch Board
- Automated Invoicing
- Agreement Module
- Digital Asset Tags
- Compliance Assurance & Reporting

100
FPO
Sites viewed
Monthly
(Up from 2)

PROUD MEMBERS



FIRE & LIFE SAFETY

How digitizing fire protection helped **RAEL FIRE PROTECTION** go national.

Client Overview

RAEL Fire Protection provides inspection, maintenance, and repair services to thousands of buildings across the United States. Emergency service is available 24 hours a day, 7 days a week. RAEL tests, inspects and maintains fire extinguishers, sprinkler systems, and fire alarms to NFPA standards at all times.

Client Challenges

RAEL was using multiple on-premise-hosted software applications to manage their service operation. The problem was that the service delivery staff and subcontractors in the field were disconnected using multiple communication channels. With thousands of service sites, RAEL needed help managing work orders and inspection contracts. The organization was still relying on manual tasks to manage a huge amount of paperwork with clients demanding that service validation reporting be accessible 24/7. In addition, local fire codes now require clients to deliver a different level of compliance assurance.

Ultimately, RAEL was having trouble growing its business at the rate desired due to:

- High operating costs
- Manual and time-consuming processes
- Ineffective team management
- Lack of client transparency
- Inefficient subcontractor management
- Non-existent digital asset management

Client Objectives

RAEL National sought to become a market leader at economies of scale. As such, RAEL sought to build a compliance assurance and service validation platform for clients to:

- **Get Better Visibility** - into their required monthly, quarterly, semi and annual inspections
- **Get Real-Time Event History** - Work Order Status
- **Create a Digital equipment inventory** - including photos, Make, Model, Serial#, and Physical Location
- **Generate deficiency service work orders**
- **Streamline compliance** - with NFPA and local Authorities Having Jurisdiction
- **Submit service requests** - directly to the RAEL service network to accept, execute, report, and invoice.

CONTINUED



“ UtilizeCore has helped optimize our growth and financial position in the industry. ”

Laura Israel

Executive Vice President
RAEL Fire Protection

Number to Highlight

FPO

**SUBCONTRACT
SMARTER WITH
AUTOMATION**



Solutions We Delivered

RAEL National partnered with UtilizeCore and received a highly configurable end-to-end service automation platform. RAEI clients now have access to the platform through their RAEI National account executive or can self-serve through the UtilizeCore client portal and view dashboards containing key KPIs getting complete transparency into the inspections, testing, and maintenance performed by the RAEI Affiliate Network.

Through a UtilizeCore app store partner RAEI also integrated **digital equipment tags**. These Near Field Communication (NFC) tags create a digital equipment database where clients, building engineers, and service technicians can all access equipment information, service history, and supportive content. In addition, clients can send service requests directly to RAEI by tapping the tagged asset. All service activity is captured in a digital logbook providing redundant backup for NFPA and local AHJ Compliance Verification and Reporting.

RAEL National team members can now work cohesively on a single platform to provide and manage subcontracted services nationwide. The **optimized dispatch board** enabled better visibility and management control of their affiliates around the US. The **integrated invoicing module** created faster billing and less work for AR/AP. The **agreement module** allows team members to automate their work order creation and dispatch, as well as provides **automated invoicing** sent directly to their clients' inboxes.

Benefits Summary:

- Service workflow 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 subcontractor management
- Digital asset management
- Custom and automated reporting
- Centralized dispatch board increased sales

About UtilizeCore

UtilizeCore brings over 60 years of experience creating software for commercial contractors and their clients. Our Service Automation platform helps teams deliver subcontracted services more efficiently, effectively, and profitably.

UtilizeCore in the News



Forbes
October 11, 2021

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yahoo!
December 9, 2020

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