



# Revolutionizing Service Data Collection with OneInsight® – Connected Worker at TEAM, Inc.

Discover how TEAM, Inc. elevated service performance, ushering in a new era of proactive decision-making with the transformative power of OneInsight® – Connected Worker.

## THE CHALLENGE

While TEAM had been diligently collecting extensive data on asset performance, inspections and repairs, they recognized an untapped opportunity. TEAM envisioned a proactive approach to service performance, seeking to unlock the data to support continuous improvement and service efficiency with their clients.

The challenge they posed to themselves was transformative—how could they elevate the value of the data they collected? What if they could stream real-time service performance data to the operations team and TEAM clients? TEAM also asked themselves, “Is there additional data clients want, that we can capture and tie to a comprehensive dashboard? Can we develop a solution that is adaptable for all services, suitable for multiple clients and simultaneously flexible yet structured?” This shift in thinking marked

## Overview

In the expansive domain of inspection services, TEAM, Inc. stands out as a prominent provider of integrated solutions. Their comprehensive inspection services, extending to encompass engineering, maintenance and repair, are meticulously designed to guarantee the safety, reliability and operational efficiency of clients’ critical assets.

**TEAM**®

a departure from a reactive stance to a proactive strategy. Rather than waiting for client inquiries, TEAM aimed to anticipate and reveal bottlenecks, whether those occurred within TEAM or with the contractor or owner/operator, get ahead of inspections and enhance the overall efficiency of their operations.

In essence, the challenge became not just about providing answers when asked but about leveraging data to ask questions before they were posed. The objective was clear: to make the vast amount of collected data more valuable and instrumental in driving proactive decision-making. This internal challenge laid the groundwork for the innovative solution –Connected Worker.

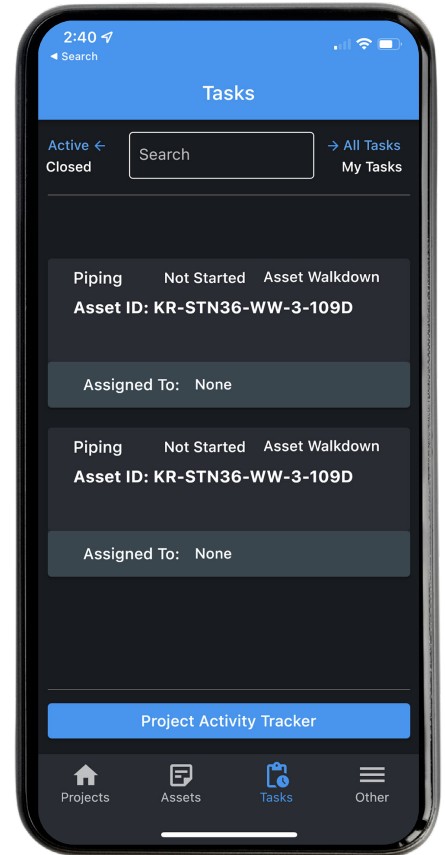
## THE SOLUTION

### Connected Worker – Empowering Clients with Real – Time Insights

Enter Connected Worker, a technological differentiator that transforms the landscape of service performance. This mobile app and technology seamlessly digitize and centralize all service-related data in real-time on a single dashboard. Accessible via TEAM field personnel's personal devices, Connected Worker ensures flexibility and convenience. Moreover, it operates without WiFi, offering reliable functionality in diverse work environments. Additionally, a browser version provides accessibility across various platforms.

Offering a secure and agile digital platform, Connected Worker tracks client projects, collects high-quality asset data and ensures compliance, efficiency, data integrity and standardization.

Part of the OneInsight® portfolio, Connected Worker leverages TEAM's capabilities to monitor service-related delays and drives asset compliance and related inspection efficiency. It's a swift, customizable solution that outpaces the competition in deployment speed and adaptability. Moreover, TEAM has implemented ad-hoc solutions, particularly in client job safety assessments, to further streamline the process of obtaining critical data in real-time and standardizing procedures.



## How Connected Worker Works – A Digital Transformation

Connected Worker serves as a digital hub for collecting service-related data in the field. Technicians and inspectors log real-time data at the site location, tracking it against completion of asset-specific tasks. This time-based approach enables trend analysis and provides actionable insights, allowing clients to stay ahead of inspections and address delays in real time. The accessibility through personal devices, WiFi-free operation and a browser version contribute to a seamless and user-friendly experience for field personnel and clients alike.

Connected Worker goes beyond traditional data collection by allowing field personnel to capture and upload photos of assets directly into the system. This feature not only enhances the richness of the data collected but also provides visual documentation for a more comprehensive understanding of asset conditions, allowing TEAM to communicate critical observations real-time. As TEAM continues to innovate and upgrade Connected Worker, the inclusion of asset photos will play a crucial role in further improving insights and decision-making.



## RESULTS

### A Transformative Partnership with One of the World's Leading Integrated Energy Companies

Within a mere four weeks of implementation, TEAM seamlessly integrated Connected Worker across its district field operations, achieving full-scale adoption with this major client. This rapid onboarding resulted in the collection of nearly 105,000 data points, underscoring the immediate and robust assimilation of Connected Worker into the client's operational fabric.

The transformative impact on the client experience has been profound. Connected Worker revolutionizes the client experience, providing a valuable, differentiated solution that sets TEAM apart in the industry. It delivers live, real-time project visibility, providing a detailed, time-stamped log of events in the field. This encompasses travel time, onsite activities, inspection durations and any encountered delays. The system's real-time tracking not only encapsulates each operation's essence but also reveals trends that were previously elusive.

In terms of record management, Connected Worker efficiently handles safety forms, certifications and other compliance-related documentation. It markedly enhances project cost visibility, empowering the client to make informed decisions based on Key Performance Indicators (KPIs) and real-time insights. The platform's ability to capture and present data tailored to the client's specific needs has been transformative, offering a KPI dashboard adorned with charts and trends that facilitate actionable insights.

One of the most notable outcomes was the creation of a service that seamlessly integrated into the client's daily operations. Connected Worker has become indispensable, elevating the value proposition and differentiating TEAM as a true strategic asset management partner dedicated to their success.

In summary, Connected Worker has not only streamlined processes, procedures and communications, but has significantly enhanced the client's operational efficiency, providing tailored insights that empower decision-making. The efficiencies gained far outweigh the nominal cost, making the client's experience more valuable and indispensable. The integration of Connected Worker has elevated TEAM's services, ensuring they remain an integral and enduring aspect of the client's operations.

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