



CONSTRUCTION

SUCCESS STORY

J. Tucker Utility Construction was established in 1991 by Jackie and Phyllis Tucker. The company specializes in communication utility construction in the Dallas-Fort Worth area. They install underground fiber optic lines via contracts with multiple telecommunication and internet service providers.



THE CHALLENGES



The majority of J. Tucker Construction's business consists of installing lines between telecommunication terminals and the customer's connection point. They do a large volume (approximately 1,000-1,500) of these service drops per week, which are assigned to subcontractors based on location.



The company used to manage these jobs entirely in QuickBooks. When they began receiving around 1,000 orders per week, they had trouble keeping up with the manual work involved. They were managing drop orders using Excel spreadsheets, which required upward of seven employees working in real-time to update them. Excel proved to be a subpar solution for this process; working on the same documents, employees were accidentally saving over each others' work and occasionally entering inaccurate information. Moreover, Excel provided no audit trail to remediate errors.



The company needed to automate their data processing in order to eliminate error and significantly reduce time for work order assignments.

THE SEARCH

They looked at several other programs, but their decision to go with Striven came down to cost, capability, and flexibility. Striven was very affordable compared to similar products, and it possessed all of the capability J. Tucker Construction needed right out of the box.



THE SOLUTION

J. Tucker adopted an automated workflow in Striven: their service provider sends them a spreadsheet, which is uploaded into Striven and automatically creates work orders and custom lists. Subcontractors are assigned directly to the appropriate job, which they access on their mobile devices—the company no longer needs any direct interaction with contractors.

The management team uses widgets in Striven to see when a contractor completes an order, so billing can be done directly to their service provider. They can now bill in real-time instead of having to wait. All relevant information now exists directly on the work order.



THE RESULTS

Not only is their process digital, they have a **full audit trail of work assigned, updated, and completed**. Their office has ready access to accurate job information without having to access spreadsheets.

The company reports a much more relaxed atmosphere, as employees don't need to do as much manual spreadsheet work as before. Having solved their major pain point, they are in the process of implementing Striven for some of their larger, lower volume construction projects.

Create Your Own Success Story With Striven

Striven is a true all-in-one business management solution, providing the visibility, transparency, and functionality required by growing businesses. See how upgrading your software can improve your business.