



With frevvo, Bushcare Services has changed the way they run their business.

- Bushcare was using an inefficient paper-based process for their Maintenance Daily Record.
- Using frevvo, they implemented a digital process that works in the office and on iPads in the field.
- Integration with Google Sheets & Drive simplifies management of the process.
- The frevvo form/workflow has automated the workflow to the point where it runs itself. As a result, staff can focus on what matters – developing healthy and sustainable natural spaces.

Customer Profile: Bushcare Services provides design and field program solutions for forested areas in South East Queensland, Australia.

Their mission is to work with local stakeholders to develop healthy and sustainable natural areas. Bushcare Services manages projects including native tree planting, bushland regeneration, erosion control, fire management and manages parks infra-structure.

Business Situation: Bushcare work projects are a collaboration of many remote supervisors, production managers and office staff. It was very difficult to manage all the moving parts of the daily work order using the existing paper forms. With frevvo, supervisors now deliver daily instructions to each project team via an online task form. If herbicides are required, the Herbicide Distribution is automatically delivered as well. This is a legal form that is subject to audit, so ensuring that the project team fills the form when it is required is critical. At the end of the workday, the job record is updated by the supervisor and reviewed by a production manager. Finally the form is sent back to the office staff to review, invoice and share with the client.

“One of the great things about frevvo is that very often we will have an idea for a change in the workflow and after discussing it with their Client Services team, we are able to quickly implement it.

Thanks to frevvo, we have changed the way we are running our business.”

**Phil Hoskings,
Director**

Solution Summary: Bushcare Services now uses a frevvo paperless portal which includes a 3 step workflow – Maintenance Daily Record - developed over multiple sessions with frevvo’s Customer Success team. The first step of the flow is filled in by the job supervisor. The choices for the Client and Project dropdowns and activities required for the job are read from a Google sheet which is maintained by production managers and executives. The Herbicide Distribution form (step 2 of the workflow) is displayed for input or skipped based on the answer to a question in Step 1.

Supervisors upload maps generated from a third party application and images of the work that has been done using the iPads that they carry to the job site. At the end of the day the supervisor updates the flow to tell management what type of work had been done and report any issues that were encountered. The third step goes to the office administrators who prepare a bill and send a copy of the flow to the client. Finally the workflow submission and any attachments are saved to Bushcare’s Google Drive where they can be accessed & reviewed by executives as needed.

“We did a trial with Google Forms but determined that it was not as flexible or adaptive enough for what we wanted. I was searching for something a little more advanced and customizable and I found frevvo Live Forms.

We’ve been able to digitize our processes to the point where they almost run themselves.”

**Phil Hoskings,
Director**

Benefits:

- Bushcare Services digitized paper forms and streamlined their business using frevvo’s configurable workflow solution.
- The frevvo workflow dynamically pulls clients, projects associated with the selected client and work instructions for the tasks to be performed for that project from a Google Sheet thereby dramatically reducing data entry.
- Supervisors add maps and images of the work done at the jobsite using their iPad or when updating the job status at the end of the workday.
- The frevvo workflow ensures that the Herbicide Distribution form is completed if the job legally requires it.
- Executives quickly review a snapshot of the status and details of all jobs being run for all clients from the updated Google sheet.
- Submissions (including attachments) are saved to Google Drive making it quick and easy to find them if necessary.
- As a result of the electronic workflow, staff have more time to spend on the important things – working on developing sustainable and healthy natural areas.

Bushcare Services is excited about improvements they will continue to make to their business process by incorporating frevvo features.