

Thanks to Forms On Fire, Wiginton Fire Systems can perform **detailed data collection and analytics** at a level that once seemed unobtainable.



Client Industry
Fire Protection Systems



Founded
1967



Application
Mobile Inspections

Situation

Wiginton Fire Systems needed a platform that allowed for greater flexibility and ease of use.

The highly trained technicians at fire protection services company Wiginton Fire Systems have been creating and maintaining custom-built fire sprinkler systems for a wide range of industries since 1967. From installations and maintenance to inspections and testing, the company eliminates the need for juggling different service providers by meeting every fire sprinkler challenge its customers may have.

"Fire protection systems have to be inspected regularly according to the National Fire Protection Association and local regulations," said Director of Information Technology Bryan Benton. "That's an important part of our business. By inspecting fire safety systems, we help ensure the system will respond appropriately should it be needed."

Early on, Wiginton Fire Systems used paper forms to record inspection notes and details. As soon as it was feasible, the company developed an in-house program that ran on a Windows tablet. Seeking an integrated approach, the company transitioned to a provider of mobile forms designed for offline data collection.

"Our previous system fell short when it came to several of our important needs," said Bryan. "On top of that, we had to ask the vendor to handle any form changes for us, which wasn't ideal."

What Wiginton Fire Systems needed was a platform that put power in the user's hand when it came to adding new forms and making changes to existing forms. Additionally, the company wanted an easy way to print forms on-site.



“Forms On Fire truly focuses on being an actual partner. The company's willingness to understand our unique needs makes all the difference.”

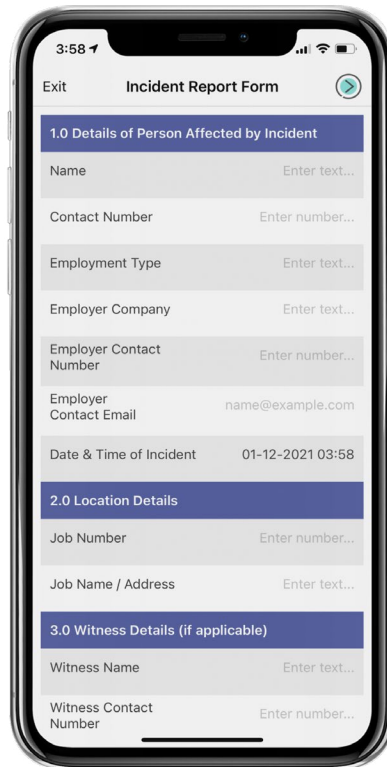
Bryan Benton | Director of Information Technology, **Wiginton Fire Systems**

Solution

Forms On Fire designed, tested, and deployed a fully mobile platform that improved form creation, modification, and printing ability.

As soon as Wiginton Fire Systems put Forms On Fire in charge of its form creation and modification, impacted processes began to move much more smoothly.

Forms On Fire provided both software and professional services to design, test, and deploy a fully mobile platform that replaced Wiginton Fire Systems's remaining paper forms and its outdated mobile form solution. Forms On Fire also made it possible for technicians to print forms offline while at a customer's site.



The image shows a smartphone screen displaying the 'Incident Report Form' app. The form is organized into sections: '1.0 Details of Person Affected by Incident', '2.0 Location Details', and '3.0 Witness Details (if applicable)'. Each section contains several input fields with labels and 'Enter text...' or 'Enter number...' prompts. The 'Date & Time of Incident' field is pre-filled with '01-12-2021 03:58'. The 'Employer Contact Email' field is pre-filled with 'name@example.com'. The app interface is clean and user-friendly, designed for mobile use.

Bryan is pleased that Forms On Fire has also given his company's technicians the ability to gather information in much more detail than they ever could before. Ultimately, Bryan's goal is to make the form data available to customers through an online portal. Such a portal will give customers a bird's eye view of inspections related to each property. It will also help Wiginton Fire Systems serve their customers better by being able to easily identify properties that need inspections or service.

Thanks to Forms On Fire, the company is closer to this goal.

"The Forms On Fire team really understands our business—that's why we like them and why we're staying with the platform," said Bryan. "They invested in learning our business and provided us with top-notch service, and we've had a wonderful relationship."

Results + Benefits

Improved Inspection Capability

Technicians are no longer just checking boxes on a paper form. Once they've gotten used to using the app, they can collect more detailed data about customers' systems.

Useful Analytics

Because the data being collected is stored in a centralized database, Wiginton Fire Systems can perform the type of analytics that enables the creation of useful reports and drives better decision-making.

Excellent Customer Service

The Forms On Fire team took the time to learn Wiginton Fire Systems' business so that they could create the desired forms and provide knowledgeable customer service.