



TOKN

**Harnessing the power of
mobile productivity.**



Case Study - Labour Hire



Executive Summary

Established in 2019, MDL Civil is a civil engineer company based in New Zealand that offers modern technology and extensive industry knowledge, delivering quality property development and civil engineering projects. MDL Civil consists of a highly qualified team with safety and efficacy being a priority, bringing vast experience in large scale development, civil infrastructure and earthwork projects, carrying a strong reputation for their organisational skills.

MDL Civil helps private and public sector clients find innovative solutions to meet their project scopes, timeframes and budgets while achieving high quality results. Applying the latest technology and machinery, MDL Civil offers infrastructure, house foundations, subdivision delivery, civil works and road services- including road marking, surfacing, sealing, traffic control, sub base and base course construction across New Zealand.

Problem

The MDL Civil team consists of a large workforce of contractors and employees across different sites. A lot of their workflows relied heavily on manual, paper based processes. Capturing timesheets on paper became a lengthy process with the risk of delayed timesheets and human errors such as inaccurate or lost data. This impacts client billing and payroll processes. Processes were paper based and this resulted in data updates being delayed. Data has to be analysed, corrected and re-entered, causing a large amount of rework and duplication of effort.

Keeping remote teams engaged and connected to the job, remotely, was challenging. Keeping record of their hours can be difficult. Relying on email blasts, manual follow ups and paper based processes is ineffective and can quickly turn into a repetitive, lengthy process, overall decreasing staff engagement.

Solution

“TOKN has provided us with an excellent system that captures timesheet and machine hours for our payroll department, and given us a simple solution to approve and extract data in a more efficient and effective way - to make more informed business decisions. We are now able to process the data to produce more accurate reports, which we can measure, track, and analyse in accordance to the growth of MDL Civil. It also helps tremendously that our teams find it easy to use!”

Yoshin Naidoo, Resource Coordinator

MDL Civil

MDL was searching for a faster and more reliable solution to capturing timesheets and approvals, ensuring effective communication across the workforce with the correct information being delivered.

TOKN's Timesheet+ and approvals solution offered a fast, flexible solution that was easy to use and that has helped MDL Civil accomplish this by automating their manual tasks and data capture. Timesheet+ is designed to run on any device, built on the latest mobile technology that seamlessly integrates to MDL's payroll and job management systems in MYOB Greentree.



In addition, MDL chose to simplify and align their HR Leave Request and Approval processes. TOKN HR Leave and approvals apps provided MDL a comprehensive leave request and approval solution, in real time from any device, making tracking leave as quick and simple as possible. Employees are now able to view their leave requests, remaining leave balance and the status of any pending requests.

By implementing TOKN's leave request and approvals, MDL Civil has been able to move data between critical business applications without the associated costs of maintaining or acquiring additional software or custom codes. MDL Civil has also adopted the modern approach to bring-your-own-device (BYOD), reducing device provision expenses.

Keeping teams connected, safe and alert is crucial, especially with a workforce composed of remote workers spread across different job sites. With the TOKN comms tool, now known as 'Hubflo,' MDL Civil has been able to deliver quick and accurate information to their staff, ensuring efficient communication amongst the workforce - all in the palm of their hand. TOKN's user-led innovation has enabled faster digitalisation of lengthy processes and workflows, enabling MDL Civil to automate and simplify their workflows and administrative tasks while improving data quality, as well as increase productivity and engagement in their workforce.

Outcomes

- Increased staff engagement by delivering company news and updates directly to individuals and teams in remote locations;
- Faster digitalisation of lengthy processes and workflows - elimination of repetitive, manual paper based processes;
- Improved data quality - Faster and more effective communication with the ease of being able to clearly identify who has or has not seen the message;
- Quick and secure configuration of connections to external systems, using a variety of services;
- High degree of flexibility in how a user interacts with different connected systems through TOKN Workflow, unifying end user data across different business systems;
- Improved timesheet capture with an intuitive, easy-to-use mobile app- no password required;
- End-to-end timesheet approval management, including 3rd party approvals, with no extra licensing required;
- Real time content management and document management;
- Digital HR leave management and Mobile approvals;
- Enhanced digital capability and increased use of mobility within a simple framework;
- Low implementation, installation or hardware expenses;
- Adopting a Bring Your Own Device (BYOD) solution, increasing engagement and reducing device provisioning expenses;
- Improved back office efficiency.

