



**ROCKWOOL**

**Client**  
 ROCKWOOL, the world’s leading manufacturer of stone wool insulation.

**Mobile Situation**  
 Rockwool’s field refurbishment and regeneration team operate across the UK, installing external insulation to private and commercial properties.

**Project**  
 Formworks for iPad delivered to installer support technicians including the digitisation of a wide range of quality, inspection and test forms.

ROCKWOOL deployed the Formworks platform to improve the accuracy, speed and service offered to its clients from the field refurbishment and regeneration team.

In keeping with ROCKWOOL’s strategy of ‘customer focus’, Formworks has allowed the team to become quicker and more efficient in replying to the customer following inspections and meetings, improving customer satisfaction levels considerably.

Formworks enables an Installer Support Technician to bypass the time-intensive process of scanning or re-keying data from paper forms, allowing them to capture data in real time on their iPads and provide feedback to customers then and there - moving from an average turn around time previously of 5 working days.

Formworks, which is fully functional even when offline, allows the team to attach supporting photos and secure the customers signature, agreeing further action when appropriate, greatly improving the turnaround times.

Implementation was straightforward, with Digital Field Solutions updating the team’s iPads without any additional input from ROCKWOOL’s IT department. DFS worked with the technicians directly to construct the digital forms.

According to Darren Snaith, Manager of Installation and Delivery at ROCKWOOL in the UK:

*“The Formworks solution has improved every aspect of this part of our business and gives the field teams the flexibility to deal with changing customer requirements and report this back instantaneously.”*

*“We are now also able to track our team’s activity via an easy to use analytics dashboard. Formworks has completely eliminated the need for traditional paper forms and we are looking forward to putting the technology forward for use around the world, as the advantages are clear.”*

*“We have complete confidence in the security of our data, which is safely saved against separate projects on our CRM system and the consistently good feedback we are getting from our clients means that Formworks has provided the ideal platform for easy and on-going relationships with them.”*