

Make Your Strategy Strong



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ZAP Connect

Transforming Labour Hire Management for the Construction Industry

About ZAP

ZAP delivers tailored business solutions that streamline operations, automate workflows and improve visibility across field service, asset-intensive and operational industries.

From workforce mobility to enterprise process automation, ZAP helps organisations modernise operations and improve business performance.

ZAP Connect is a solution for managing labour hire processes in the construction sector.

It provides a single platform for managing labour hire service delivery, from allocations and recording site attendance via the mobile app to generating timesheets and invoicing clients.

Business Challenges

Some of the Labour Hire operational and administrative challenges are:

Operational Inefficiencies

- Managing Workers' qualifications and skills
- Complex process of onboarding employees
- Managing and tracking the company's plants
- Tracking the Job orders
- Sourcing job orders with Available and Qualified workers
- Communicating the Work Assignments with the workers on time
- Record Shift Attendance Activities
- Manual, paper-based timesheets and approvals
- Manual Processing of the Timesheets

Financial Processing Complexity

- Producing Standard Service Price Lists and Client Price Lists
- Producing Standard Pay Rates and Client Pay Rates Lists
- Conducting Pricing Review
- Manual Processing of the Timesheets and Worker Entitlements
- Manual Job Invoicing
- Integrating the Timesheets with the Payroll System
- Integrating the Invoices with the Accounting System

Why ZAP-Connect?

ZAP Connect was purpose-built to address the unique operational requirements of field service for Labour Hire in the construction businesses, delivering:

- Increased operational efficiency
- Reduced administrative overhead
- Improved financial control
- Enhanced WHS compliance
- Better workforce productivity
- Scalable digital transformation capability





Technology Benefits

Centralized Platform

A single integrated solution replacing fragmented manual processes.

Real-Time Field Connectivity

Live communication and Services update between office staff and field crews.

Scalable Architecture

Designed to support growing operational demand and workforce expansion.

Improved Decision Making

Accurate operational and financial data available in real time.

The Solution — ZAP Connect

To support effective Labour Hire management and operational excellence, ZAP designed, developed, and is implementing ZAP-Connect as an integrated web and mobile workforce management platform tailored specifically for this sector's Service Deliveries consisting of:

- A centralized Web Application for office operations
- A Mobile Application connecting field crews directly with head office in real time



Key Deliverables

End-to-End Process Automation

- Replaces manual and paper-based processes with structured digital workflows from quote through to job completion.
- Connects pricing to jobs via Client pricing lists, at different levels, in one integrated solution.
- Reduces duplicate data entry, administration time, and the risk of operational errors.
- Improves quality assurance by giving teams consistent records, approvals, and reporting visibility.

Field and Workforce Enablement

- Provides full visibility and control across each job lifecycle and service delivery process.
- Improves communication between office staff and workers through real-time updates.
- Enables digital service recording from mobile devices, helping field teams capture accurate information on site.
- Streamlines workflow and decision-making by giving teams access to current job data.
- Creates a single source of truth for operational and financial information.
- Supports connected systems and stronger financial control.
- Integrates with MYOB to help streamline invoice and payroll workflows.
- Connects with SMS and email services to improve communication between allocators, site supervisors, and project managers.

Outcomes

The solution is built for labour hire businesses that need stronger operational control, better field coordination, and more reliable financial visibility without relying on disconnected manual processes.

- **Purpose-built for labour hire operations:** supports operational and finance processes in one connected platform.
- **Greater visibility from office to field:** gives management, allocation teams, and field crews access to accurate job order and assignment information when they need it.
- **Reduced administration and rework:** replaces repetitive manual and paper-based tasks with structured workflows, consistent records, and digital service capture.
- **Improved financial control:** connects financial processes to accounting systems for payroll and invoice management.
- **Single Platform:** connects the business departments in one Solution, and integrates all the data seamlessly