

Make Your Strategy Strong



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Job Pro Solution

Transforming Field Operations & Safety 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.

Safeworx Group Pty Ltd provides safety rail installation services to the residential construction sector across New South Wales and Victoria.

By 2010, the business was managing more than 200 work orders per week across seven contractor crews using heavily manual operational, accounting and WHS processes. As the business expanded, inefficiencies, delays and administrative overhead increased significantly.

Business Challenges

Safeworx faced several operational and administrative challenges:

Operational Inefficiencies

- Manual allocation, issuing and tracking of work orders
- Limited real-time visibility into job progress and crew activity
- Double handling of information across departments

Contractor Productivity Issues

- Contractor crews were required to travel to the office multiple times each week to collect work orders
- Delays in communication between field teams and office staff

Financial Processing Complexity

- Manual transfer of job data for contractor payments and client invoicing
- High risk of human error in payroll and billing processes
- Complex multi-level pricing structures that were difficult to manage manually

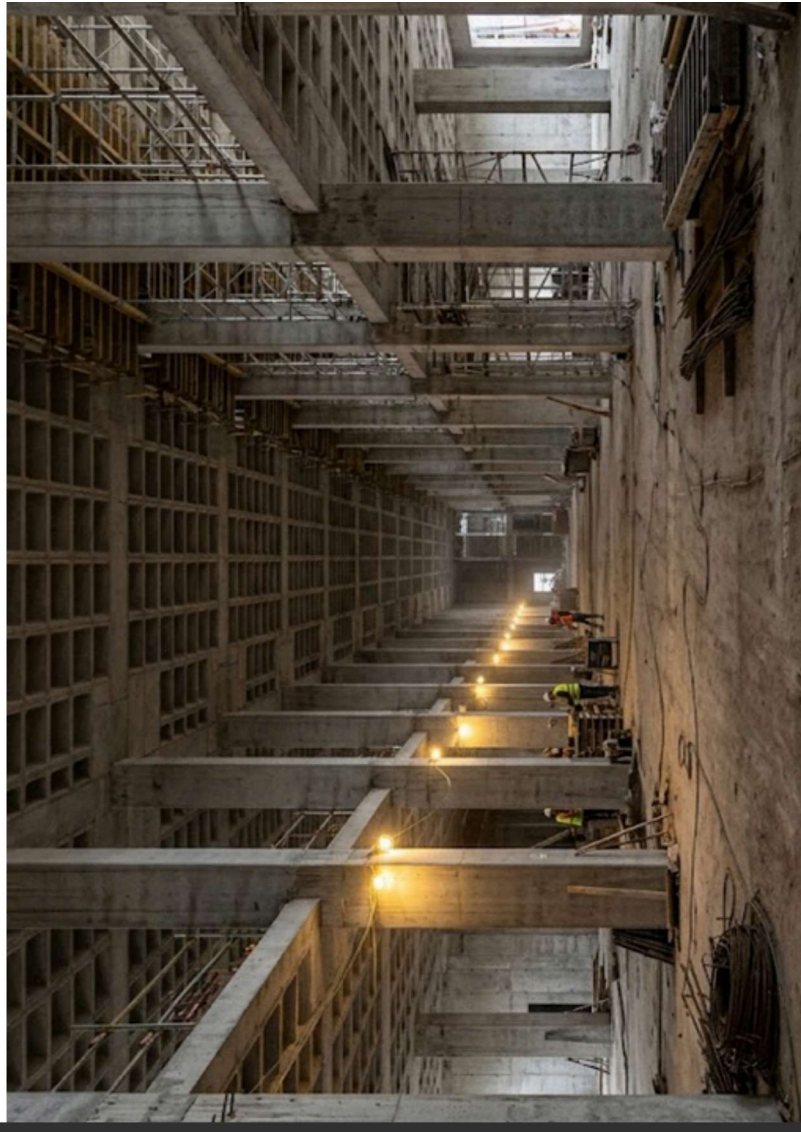
WHS & Compliance Risks

- Risk assessments and site inspections were difficult to maintain and update
- Limited visibility into compliance and safety documentation

Why Job Pro?

Job Pro was purpose-built to address the unique operational requirements of field service and construction businesses, delivering:

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





The Solution — Job Pro

Technology Benefits

Centralized Platform

A single integrated solution replacing fragmented manual processes.

Real-Time Field Connectivity

Live communication and job updates between office staff and field crews.

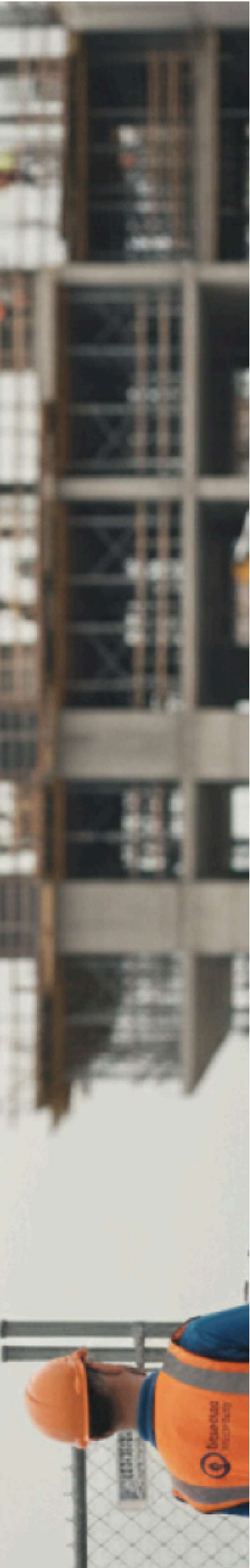
Scalable Architecture

Designed to support growing operational demand and workforce expansion.

Improved Decision Making

Accurate operational and financial data available in real time.

To support growth and operational excellence, ZAP designed, developed and implemented Job Pro, an integrated web and mobile workforce management platform tailored specifically for field service and construction operations consisting of a centralized Web Application for office operations and a Mobile App; application connecting field crews directly with head office in real time.



Key Deliverables

End-to-End Process Automation

- Automated work order lifecycle management
- Streamlined job creation, allocation, tracking and completion
- Reduced manual administration and duplicate data entry

Mobile Workforce Enablement

- Real-time communication between field crews and office staff
- Digital work order distribution to mobile devices
- Reduced unnecessary travel and paperwork

Financial System Integration

- Integration with MYOB and QuickBooks
- Automated invoice and contractor billing generation
- Faster and more accurate financial processing

Advanced Pricing Management

- Configurable 8-level pricing structures
- Separate pricing models for contractors and clients
- Improved pricing accuracy and operational flexibility

WHS & Safety Management

- Digital risk assessments and site inspections
- Improved compliance visibility and reporting
- Centralized safety documentation management

Business Outcomes & Achievements

Operational Improvements

- Successfully managed over 450,000 WO within 16 years
- Significant reduction in manual processing and administration
- Improved visibility across operations and job progress
- Faster work order turnaround times

Increased Productivity

- Increase number of contractors
- Reduced contractor travel time and operational delays
- Improved coordination between office and field teams
- Enhanced workforce efficiency

Financial Accuracy

- Accurately managed over 200,000 invoice, 150,000 bills and integrated them with MYOB/QuickBooks
- Reduced invoicing and payroll errors
- Faster contractor payment cycles

Compliance & Safety

- Improved WHS compliance management
- Better tracking of inspections and risk assessments
- Increased operational accountability

WHS & Safety Management

- Digital risk assessments and site inspections
- Improved compliance visibility and reporting
- Centralized safety documentation management