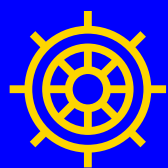




How Lightship standardized and automated dispatch and operating procedures for 4X ROI.



Lightship

CASE STUDY



QM Environmental

qmenv.com

300+
clients

5,000+
calls per year

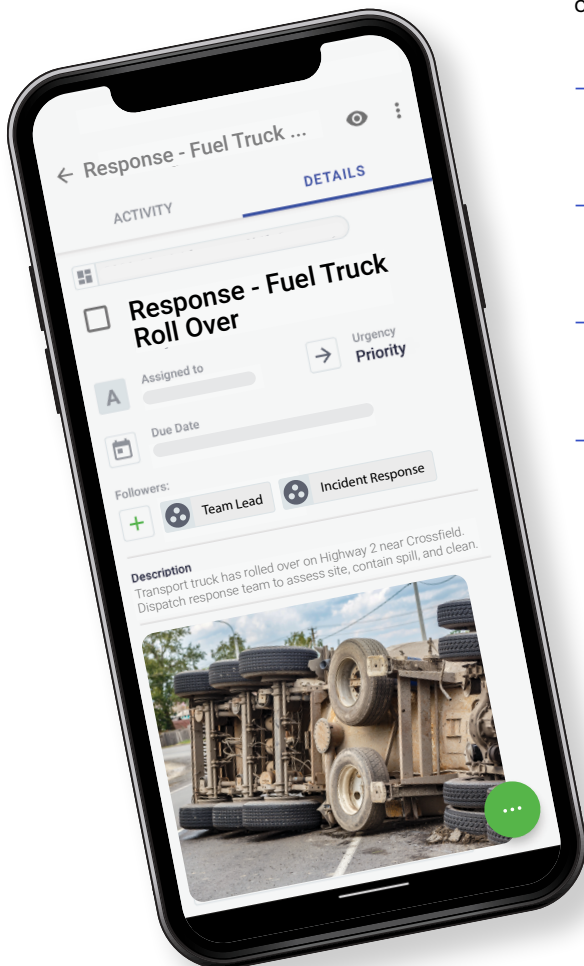
>4,000,000
km² response area

Challenge

QM Environmental (QM), Canada's leading environmental and contracting services provider, wanted to deliver a real-time, interactive common operating picture (COP) to its clients.

The company also needed to streamline and standardize manual processes used for dispatch, in-field data capture, client updates, and reporting.

- National dispatch call centre staff relied on **recordings** and **hand-written call summaries**, which were time-consuming and inconsistent.
- **In-field notes were hand-written**, emailed to clients, or communicated by phone, consuming time and resulting in **inconsistent records**.
- **Manual tracking** of material and equipment (pumps, gloves, cleaners, etc.) used on emergency response jobs resulted in **data gaps** and **unrecoverable expenses**.
- Summary reports to support invoicing required tedious, time-consuming **manual work** that caused **delays** and prevented key staff from leading other revenue-generating work.



Solution

QM adopted Lightship as its COP, supporting everything from dispatch call centre activities to in-field updates, equipment tracking, and summary reporting.

Among other things, with Lightship QM now:

- Uses **interactive forms with embedded conditional logic**, **auto-populated fields**, and **pick-lists** to guide call centre scripts, streamline data capture, and boost data quality.
- Automatically generates a **job-specific interactive site map** with all relevant incident information, appropriate tasks and checklists, and a comprehensive timeline of events.
- **Tracks and communicates with response crews in real-time**, as crews dispatch to the scene and complete response work.
- Quickly **captures real-time updates in the field**, including safety forms, situation updates, and other necessary documentation on a tablet or smartphone.
- **Automatically tracks and records** materials, equipment, and subcontractors used during response, along with the cost of each.
- **Automatically exports a summary of work** completed for each client job, including a comprehensive timeline of events, site photos, safety forms, expense breakdown by day, subcontractor invoices, employee time summary, and all other relevant information.



Results



“Lightship’s software has helped QM standardize processes, improve documentation, and provide better service to our customers through enhanced reporting and visibility.

We’re also excited to provide our clients with log-in access so they can watch our response progress in real-time.”

*Chase Porter
General Manager,
Emergency Response*

After implementing Lightship, QM has higher quality, more consistent documentation of dispatch and response; has reduced time spent on administration; and can coordinate a larger volume of work.

QM’s clients get an interactive COP with real-time updates and standardized reports on response progress and costs.

100%

of response calls are logged in Lightship, complete with field updates and on-demand comprehensive reporting.

4x ROI

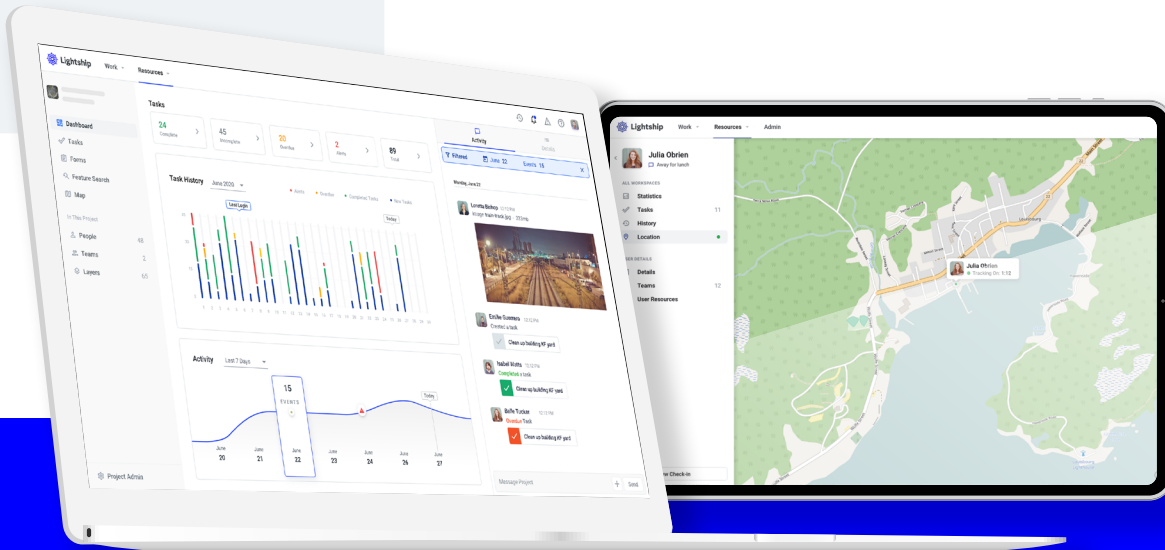
due to reduced overtime, better cost recovery, and reduced invoice delays.

Improved service

with clients receiving real-time updates from each response, including dispatch, arrival on site, containment, and clean-up activities.

Less admin work

for key people, allowing them to focus on additional revenue-generating work, rather than manual cost tracking, data entry, and reporting.



Transform the way you get work done.

Automate complex work, with seamless hand-off between people and automated processes across every area of your business: field, facility, and office.

Connect your enterprise systems, eliminate legacy tech, and fill gaps—with full oversight and monitoring.

Book a demo →