How Lightship streamlined and standardized a multidisciplinary inspection company's workflow.

Lightship

Q Test

qtest.ca

20+
years in operation

600+
inspections per year

400+
clients

Challenge

Q Test's day-to-day operations are complex and ever-changing. They're an owner-operated business that provides inspections, Non-Destructive Testing (NDT), GIS mapping, and quality assurance and control. The team relied on paper, Word documents, and Excel spreadsheets to manage all their job files.

— While on the job, reports were done manually by each technician. There was no standardized process or format; reports differed between inspection types, technicians, and clients.

— Report stitching was on the computer after the job had been finished.

— All reports were sent to a single email, where admin staff sifted through them and uploaded them to the company's cloud storage.
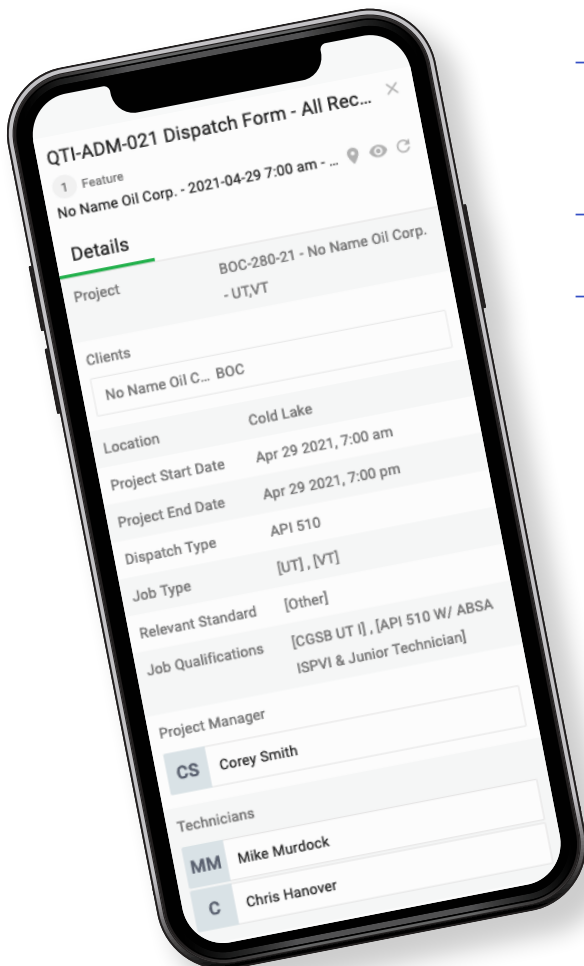
Solution

Q Test was able to use Lightship for a completely contained workflow. They've standardized the way they do reporting, onboarding, and admin work. All the documents and forms required—such as time management, technical reports, dispatch, and task assignments—are handled through Lightship. Technicians can also access policy information and manuals on reports from the platform.
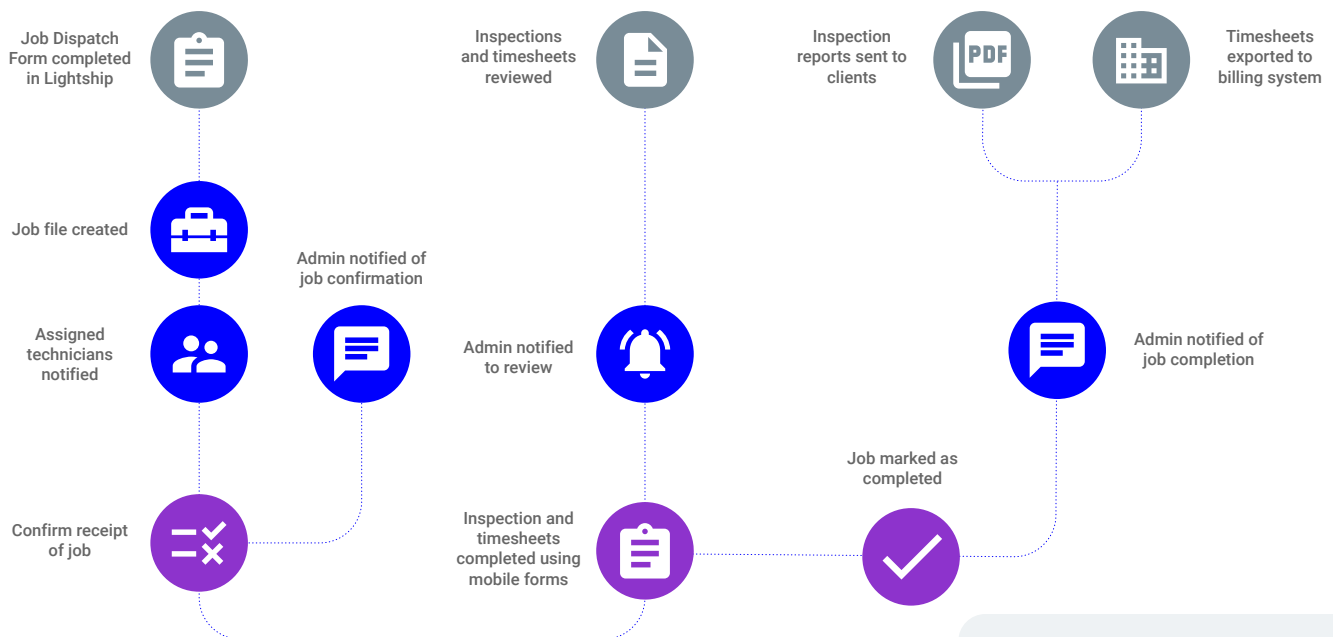
Now, when a job comes in:

— Once details on job type and client are saved in a form, a new job is created. Lightship determines the job type, qualifications of technicians, and equipment needed. It will also assign a Project Manager.

— Technicians with appropriate qualifications will receive a task and a dispatch summary.

— Once the technician completes the job, they submit a report within Lightship. Automatically, the report is sent to the Project Manager, and it won't get sent to the client until the PM signs off on it.

— When the job is finished, it's automatically archived in the cloud. This ensures the project list only contains active jobs. The cloud-based archive is easily searchable for future reference and audits.

"

"It standardized the way we do our reporting. It's definitely been a help. Now everyone uses it for everything."

Jesse Bailey
President

Job Dispatch Form completed in Lightship

Job file created

Assigned technicians notified

Admin notified of job confirmation

Confirm receipt of job

Inspections and timesheets reviewed

Admin notified to review

Inspection and timesheets completed using mobile forms

Inspection reports sent to clients

Job marked as completed

Admin notified of job completion

Timesheets exported to billing system

Workflow for project dispatch

Completed by administrator

Lightship automations

Completed by technicians

Results

Lightship transformed the way Q Test ran its business. Project managers can instantly see every active job on the activity feed. Technicians can focus on doing their job, not on whether they have the correct report. Administrators no longer have to sift through dozens of emails and forms—everything attached to one job is consolidated within the platform.

100%

of forms and documents associated with each inspection are logged in Lightship.
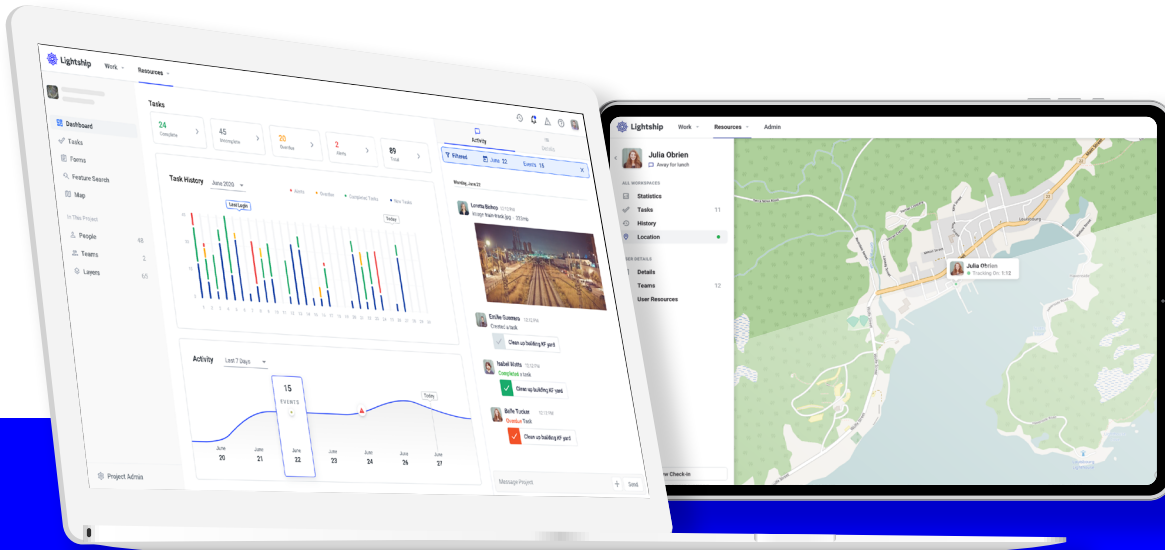
2+ hours saved daily

per technician, with end-of-day report digitization and admin work eliminated.

Improved service

with clients receiving consistent, standardized inspection reports.

Less admin work

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

Lightship

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 ➔