asset panda™

Hendrix Enterprises Manages Assets 5x Faster with Asset Panda

Summary

Since 2007, Hendrix Enterprises has been a leading provider of environmental engineering services, regulatory compliance, safety plans, programs training, and remediation for construction projects. A family owned small business with a highly technical professional staff, Hendrix Enterprises exemplifies their company slogan, "Helping solve tomorrow's problems today" to offer a diverse range of services and innovative solutions to their clients.

When the Hendrix team was contracted to organize the aftermath of a complex and chaotic government asset relocation project, they realized they needed a software solution capable of tackling unique processes without breaking the bank.

After implementing Asset Panda, the Hendrix Enterprises team experienced:

- Substantial time savings that helped the team manage assets 5x faster.
- Flexibility to track remotely through cloud-based technology.
- Versatility in configuring inventory and consumable fields.
- An easy to use system that facilitated fast adoption.
- Improved budget decision making through comprehensive reporting.
- And more!

85%
reduction in time spent on annual inventory

5x
reduction in time spent on asset entry

The Challenge

Hendrix Enterprises arrived on the scene of a government jobsite littered with machinery and equipment used to handle WWII Munitions. Piles of consumables, equipment, and trailers were scattered across the yard with no record of what was there or what was missing.

 "It was absolute chaos." said Project Specialist, Jayna Hendrix. "They didn't have a supply tech, and hadn't had one for about a year. Nothing was being added to their records or turned in when it was no longer usable, it was all just sitting around. I had never seen so much stuff everywhere. It was very disorganized, no one had access to the government systems to track what was there."

The team's first job was to figure out what the agency had. They "did it old school" and placed sticky yellow dots on each piece of equipment, took pictures of it, wrote down the details then transferred that information to a spreadsheet.

After five months of this painstaking process, they realized this system wasn't sustainable to manage the rapid growth and constant item additions.
Hendrix approached the agency's program manager to request funding for an asset inventory software solution and received instant approval.

The Solution

Unsure of where to start, Hendrix turned to Google and searched for "best inventory tracking" and found a list of the top five systems of 2017. After testing three software platforms, Hendrix made a pros and cons list to help her make her decision. Asset Panda's configurability, value, scalability and customer service made them stand out in the crowd.

Exceptional Customer Service

Hendrix was blown away by the quality of service she received from her Asset Panda sales representative.

"The first thing I really liked about Asset Panda was the customer service. The guy who helped me set up our demo and trial account was phenomenal," said Hendrix. "He answered all my questions and sent me videos and helped me figure out how to test things. He was just fantastic!"

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Seamless Data Transfer

After spending five months documenting their client's asset data on spreadsheets, the Hendrix team was relieved to know they could easily import their data into their Asset Panda account.
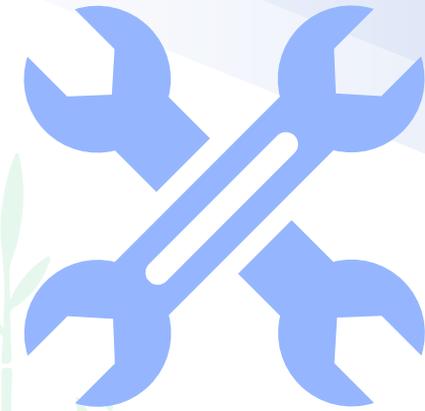
"The thought of having to sit there and redo every single piece of equipment was daunting to say the least." said Hendrix. "So when I realized I could easily import my spreadsheets if I just rearranged my columns in the right order then all I have to do is import it all at once and it's done, that was huge."

Unlimited Configurability

In addition to tracking standard construction site assets like cell phones, laptops, trailers, vehicles and generators, Hendrix Enterprise's client also needed to track unconventional items like gas chromatography mass spectrometers, mini cams, and air monitoring equipment. Asset Panda offered unlimited configurations so that Hendrix could create relevant fields for these novel assets.

"A mini cam doesn't need the same type of fields as a trailer does," Hendrix explained. "With the trailer we're worried about tire status whereas with the mini cam we're worried about when was the last time it was calibrated or sent for repairs, who was the operator and how much down time has it had."

User Templates and Permissions

One of the most helpful features Hendrix described about Asset Panda was its ability to define role-based activity so her client's team interacted with Asset Panda in ways that were relevant to their responsibilities. Protecting sensitive data, improving accountability and increasing efficiency.

"The absolute best thing that any inventory software can do is the ability to lock things so that people can't change them!" she said. "We can tell field managers: all you need to do is tap this thing on your phone and it's going to show you only what you need to see. You don't have to dig through anything or scroll through anyone else's stuff. We can personalize it so that you can see only what you care about."

Value and Scalability

Asset Panda's cloud-based software offered Hendrix Enterprises the features and functionality they needed to configure their account to operate exactly the way they needed it to. With a web and mobile solution that enabled them to scan barcodes without purchasing extra equipment, Hendrix ultimately bumped Asset Panda to the top of her list.

"The other systems we looked at were not cloud based and they had to be tied to a specific desktop computer and you had to buy the barcode scanners so they were going to eat up a lot of the money we were given on the contract to be able to work on this project." she said.

Hendrix appreciated that Asset Panda charges by the number of assets they track rather than paying for user seats or for more records than they need. As the number of assets they were tracking increased, Asset Panda was able to scale to their needs.

"We [and our customer] really liked the fact that we could pay based on the number of assets we were actually using and it's been super easy to upgrade as [the asset numbers] have grown." she said.

The Results

The team took a "divide and conquer" approach and split responsibilities of their asset management operations, consumables tracking and work orders between three team members. Hendrix assumed the admin role and controlled the asset management side of the project. She mentioned several benefits after implementing Asset Panda:

"It probably took us 4-5x longer [to enter data] before Asset Panda," said Hendrix.

Time Savings

Like many small business managers, Hendrix wears many hats and her "To Do" list is never ending. So when she digitized their processes, Hendrix and her team saved a substantial amount of precious time and effort.

"It probably took us 4-5x longer [to enter data] before Asset Panda," said Hendrix. "Manually tracking everything is always going to take longer than being able to tap a couple things into a computer and let it do all the work for you."

With equipment moving around on a constant basis, their client's unit supply tech lost a great deal of time trying to pinpoint items. It was difficult to take quarterly inventory and it took their client almost a month to complete 100% annual inventory. Asset Panda gave the unit supply tech and her supervisors on-demand access to reports and updated information which eliminated the scramble to find items and streamlined quarterly and annual inventory processes.

"With Asset Panda, 100% inventory now takes about 2-3 days." said Hendrix. "It's a huge improvement."

Flexibility to Track Remotely

The Hendrix Enterprises team operates in different locations in the field and remotely. Asset Panda helps them track their client's assets on all of their devices.

"Asset Panda is compatible with every type of computer. It works on iPads and phones and that was our big selling point because we have desktops when we're out on the military base but we have our personal laptops too." She explained.

Like most businesses in 2020, Hendrix Enterprises experienced a major shift in their operations when the events of the COVID-19 pandemic unfolded. Asset Panda's reliable, cloud-based platform made handling unexpected changes seamless in a time of historic disruption.

"As 2020 has happened the way that it has, I'm super glad we ended up with a cloud-based system." she continued. "We're all working between shifts and weird hours right now and being able to come home and pick up exactly where we left off without having to put it off until we can get back out there, it makes a big difference. It lets us get things done a lot faster."

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Versatility in Tracking Consumables

Their client eventually hired on a new supply tech whose primary focus was managing consumables. Initially, the new supply tech struggled to manage consumables on a different government agency software program and needed more flexibility. The Hendrix Enterprises team was able to step in and add the agency's consumables to their Asset Panda account and test different ways to track consumables until they configured their account to fit their exact needs.

"We played around with all the different ways we could track consumables, whether it was by packs or individuals or whatever, and the fact that we had the ability to customize [Asset Panda] to that degree was amazing." she said. "Not all the other software programs let us do that."

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A User Friendly Interface that Facilitated Fast Adoption

Asset Panda's mobile, user-friendly system gave Hendrix Enterprises' clients real time access to the information they needed about their equipment in a format that felt simple and familiar - even for those who were not tech savvy.

"Asset Panda was really easy to use. The guys that we work for are the older, retired military type and most of them don't have the patience to sit at the computer all day and try to work with a complicated system." explained Hendrix. "We gave them something easy that they could just pull up on their phone. The easier we made it, the more likely they were to use it."

Improved Budget Decision-Making Through Comprehensive Reporting

Hendrix Enterprises was able to go above and beyond for their client by running monthly, quarterly and annual inventory and maintenance reports to present to their client. This streamlined their client's inventory processes and helped them make better decisions about when to repair, replace or retire equipment.

"With Asset Panda, we were able to create reports for each of the supervisors with pictures of the equipment and all the pertinent fields so they can quickly conduct their inventory." said Hendrix. "Being able to better track maintenance costs and when stuff is due for lifecycle replacements and even when the cost of fixing a piece of equipment is more than the actual value of the equipment, it all comes back to them being able to better budget and show where the dollars are going has made a big difference."

The Hendrix Enterprises team also presented monthly expense reports to their client's program manager to help him make more informed budget decisions when it came to managing maintenance costs for vehicles and equipment.

"It's awesome that we can help him track his budget in [Asset Panda], which is an added thing that he didn't ask us to do." said Hendrix. "They were shortchanging themselves because they didn't have the backup to show 'this is why we need this much money'. So just being able to give them a number to work with when they report up to budgeting, gave them the information they needed to ask for bigger budgets."

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Conclusion

Hendrix Enterprises was able to elevate their client's overall success by using Asset Panda to get a handle on their assets and inventory and establish sustainable workflows to track and maintain their client's equipment. This resulted in the agency gaining more contracts and building credibility in the industry, which was Hendrix Enterprises' ultimate objective for the project.

"Asset Panda is the main reason for our success with this contract" said Hendrix. "Us being able to make [our client] look good and make them more successful and look more reliable is a big thing. We want them to be successful and being able to get them to a point where other people see how great they are, makes us feel like we really accomplished our goal."

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After three years of using Asset Panda, Hendrix is still uncovering new ways to streamline their workflows and discover new capabilities. Yet with everything she's been able to accomplish with Asset Panda, Hendrix expressed that the main takeaway for her is the overwhelming support she's received from the Asset Panda team.

"It comes down to the customer service." she continued. "The program itself is phenomenal but every single person that we have worked with has been phenomenal. We don't feel like we're out there on an island by ourselves trying to make everything work."

Are you inspired by the possibilities these results can offer to your company? Sign up for a FREE guided tour of Asset Panda.
You can also call one of our specialists at 855-898-6058 or visit assetpanda.com and they can show you how Asset Panda can benefit your unique needs!