
Managing Your Field Work

Utility Contractors have a unique set of requirements when managing their work. Every utility contractor has an accounting system or ERP but these systems do not handle the field work the way a utility contractor operates requiring a manual system to fill the gap - spreadsheets or paper files. SunWorx is a system that fills this gap.

Some common challenges

- Paper coming in from the field (e.g. a timesheet) is hard to read and takes a lot of time to enter
- Equipment could be utilized more efficiently
- Locate request information is entered twice and then tracked on paper – no reportability
- If I double my work load I would have to MORE than double my administrative team
- Hard to quantify productivity by area, contract, crew, type of job (going on gut feeling)
- Difficult to budget for spring cleanup
- Need historical reports to see metrics at a work order level
- Need hard historical numbers for bidding vs depending only on personal experience

We worked with Utility Contractors that complained their process was too manual and not scalable. There were too many spreadsheets, post it notes and paper and they had trouble finding and summarizing information. Timesheets were always a mess, sometimes missing information and required a lot data entry time. They wished there was a system to schedule work, collect employee/equipment time and all field work data in one repository to report on, refer to and analyze. This would help when bidding new contracts or looking up history for any reason.

Sundex Inc. created a system called SunWorx that is designed specifically for utility contractors and their unique demands: timesheets, locate requests, scheduling, equipment utilization etc. all built based on specifications from the field.

Objectives of SunWorx

- Reduce data entry (and double entry) – e.g. electronic timesheets
- Increase efficiency – e.g. better equipment/crew utilization
- Ability to report and data mine all of your metrics – rich history resource e.g. for bidding
- One central system tracks all field activity and performance for all customers – each work order contains pictures, locate info, billing, subs, productivity, restoration, and more
- Integration with systems – Bell CMS, Toronto Hydro, Enbridge, Jonas, Ontario One Call
- Feeds your accounting system – information flows automatically to your accounting system eliminating data entry, like employees hours

Features of SunWorx

- Employees enter their own time in the field
- Track equipment utilization, see what equipment is not used
- Automatically request locates from Ontario One Call
- See your work sites on Google Maps
- Contract bids can be based on historical data – e.g. most popular contract items and what items were rarely billed
- Visibility of field level productivity
- Track and organize restoration/spring cleanup
- Run reports to slice and dice on all this information in many ways or export to Excel

There are too many features to list in words so please see a few screen shots below which will probably lead to questions. Feel free to call me directly any time, Paul Heino (416) 200 – 4145.

Work Order Detail Screen

The screenshot displays the SunWorx Work Order Detail screen. At the top, there is a navigation bar with 'SunWorx' on the left and 'Change Password | sundex.com | Site Map | Contact Us | Help' on the right. Below this is a menu bar with options: Copy WO, Work Request, Locates, Restoration, Attach File, Billing, SubContractor, Productivity, Search, New, Save, Clear, Sign out.

The main content area is divided into several sections:

- Work Order:** Contains fields for Work Request # (1122334), Project (444555), Street # (99), Internal #, Job # (21-001), Customer Name (Union Gas), Unit No, Branch (Toronto), Job Type (Gas Service), Street Name (Pine Street), Division (Construction), Contract (Union Gas 999999), City (Sault Ste. Marie), Date Received (03/03/2021), Activity Code, County (Chippewa), Creator (paul), Customer Contact, Province (Ontario), Supervisor, and Contractor ID (One Call) (999999). There are also fields for Phone Number and Postal Code (P6A 1M5).
- Work Request Detail:** Includes Home Owner (Stan Smith), Home Owner Phone (705 555 1212), Meter Location (Pine), From Intersection, Area#, To Intersection (Wellington), Map Reference, Parent Work Request, Attribute 1, Job Location (South side of house), and Description of Work.
- Scheduling:** Shows Status (UnReady), Date Created (03/03/2021), Date Required, Customer's Start Date (03/03/2021), Last Scheduled Date, Completion Date, and Cancelled Date.
- Requirement:** Lists various requirements such as Locates (Required), Subcontractor (Required), Permit (Not Required), Police Service (Not Required), Restoration (Not Required), Materials, Road block: locates, Revisit re Complaint, and Rose Garden.
- Coordinates:** Displays Latitude (46.5037407) and Longitude (-84.3082223) with a 'Get Coordinates' button.
- Checklist:** A list of tasks with checkboxes, including 'Dig on a public property' (checked), 'Dir. drilling is involved' (unchecked), 'Dig on a private property' (checked), 'Area not marked' (checked), 'Mark and fax are involved' (unchecked), 'Site meet required' (unchecked), 'Site is premarked' (unchecked), 'Machine dig is involved' (checked), and 'Hand dig is involved' (checked).

Locate Request / Tracking Screen (note that you just click the One Call Transfer button to send the request to Ontario One Call)

EDIT MODE

Work Order

Work Request # * 1122334 Project# 444555 Street # 99 To []

Internal # [] Job# 21-001 Customer Name Union Gas Unit No []

Branch Toronto Job Type Gas Service Street Name Pine Street S []

Division Construction Contract Union Gas 999999 City Sault Ste. Marie

Date Received 03/03/2021 Activity Code (Cost Item) [] County Chippewa

Creator paul Customer Contact [] Province Ontario

Supervisor [] Phone Number [] Postal Code P6A 1M5

Contractor ID (One Call) * 999999

One Call No : []

Locates

Group Ajax M/d/yyyy [] Street # 99 To [] Unit No [] Priority Standard

Target Set 1 Street Name Pine Street S [] FIP Transfer []

Requested: 0 / 7 Received: 0 / 7 City Sault Ste Marie County Chippewa Sketches 0/0

| Set No. | Description | Status | Notes |
|---------|-------------|--------------------------|--------------|
| 1 | Default | <input type="checkbox"/> | Auto Created |

| Set No. | Company Name | One Call Member | Requested By | Request Date | Receive Date | Expiry Date | Ticket Number | Notes |
|---------|--------------|-----------------|--------------|--------------|--------------|--------------|---------------|-------|
| 1 | Gas | No | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |
| 1 | Hydro | No | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |
| 1 | Ajax Hydro | No | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |
| 1 | Enbridge | No | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |
| 1 | Ajax Water | Yes | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |
| 1 | Rogers | No | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |
| 1 | Bell Ajax | No | pheino | M/d/yyyy [] | M/d/yyyy [] | M/d/yyyy [] | [] | [] |

Timesheet (two formats)

Hours Allocations Nonwork Material

2103030001 for Wednesday, 03/03/2021 Roughneck Chuck
 (Timesheet Total 5 emp., 6 equip)
 crewID 999111 (default crew total 5 emp., 4 equip)

Default Project#: Work Order Foreman Includes Break: 30 mins

| | 1122334 99 Pine St | A55665 3295 SEVEN | A456888 54 HUNTER | A99844 901 RUSHTO | A85588 DIVISION | End Time | Emp/Equip Tot | Reg Time | Over Time | Double Time | Week Total | Reg Time | Over Time | Double Time |
|------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------|---------------|----------|-----------|-------------|------------|----------|-----------|-------------|
| Break Time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | |
| Project# | 444555 | | | 444555 | | | | | | | | | | |
| Work Order Start Time | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | | | | | 00:00 | 00:00 | 00:00 | 00:00 |
| Taylor Bill 1001 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| test Barrie 888 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| Cross Chris 1-100 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| Cross chris 015 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| Smith Anthony 01432 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| Work Order Total Hours | 000:00 | 000:00 | 000:00 | 000:00 | 000:00 | 000:00 | 000:00 | | | | | | | |
| RAM 1500 10225 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | Auto Calc. | 00:00 | | | | | | | |
| Cat 420 11149 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | Auto Calc. | 00:00 | | | | | | | |
| Ford F550 11178 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | Auto Calc. | 00:00 | | | | | | | |
| crusher 16118 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | Auto Calc. | 00:00 | | | | | | | |
| 2 axle Trailer | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | Auto Calc. | 00:00 | | | | | | | |
| Ford F150 310 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | Auto Calc. | 00:00 | | | | | | | |
| EQP Total Hours | 000:00 | 000:00 | 000:00 | 000:00 | 000:00 | | 000:00 | | | | | | | |

Save Close Edit Hours

(apologies for the small size)

Hours Allocations Nonwork Material

2103030002 for Wednesday, 03/03/2021
 (Timesheet Total 8 emp., 2 equip)
 Foreman: Brown Jeff, Crew: N/A

Lunch: hrs
 In: 00:00 Out: 00:00

Job# 21-001 N/A N/A N/A
 WO# 1122334 A55665 A85588 A456888

Location 99 Pine St Sault Ste. Marie 3295 SEVEN DIVISION 54 HUNTER

Calculate RegPrem OT OT/DT Prem

| Employee# | Name | Position | Union | Regular | | | | OT | | | | Travel | | | | Paid | | | | Weekly Total | | | | | | | |
|-------------|-------------------|------------|-------|---------|-------|--------|-------|-------|--------|-------|-------|-----------|-------|----|--------|------|----|--------|-----|--------------|--------|-----|----|--------|-----------|--|--|
| | | | | Reg | OT | Travel | Reg | OT | Travel | Reg | OT | Travel | Reg | OT | Travel | Reg | OT | Travel | Reg | OT | Travel | Reg | OT | Travel | Passenger | | |
| 99011 | Brown Jeff | For | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1-132 | Jackson Sam | Lab | | | | | | | | | | | | | | | | | | | | | | | | | |
| 217 | k janelle | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1-105 | Law John | Lab | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1-129 | Lotus Leaf | Dri | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1-134 | Rumstfeld Linda | Bac | | | | | | | | | | | | | | | | | | | | | | | | | |
| 99 | Swanson Susan | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1-124 | Sytnyk Bobbi | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment | Description | Mile Hours | Hours | Hours | Hours | Hours | Hours | Hours | Hours | Hours | Hours | Total Hrs | Notes | | | | | | | | | | | | | | |
| QUAD450 | HONDA 750 | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | |
| Snowmobile1 | Polaris 3500 | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | |
| Snowmobile2 | SkiDoo 550 | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | |
| Trailer | 2 axle Trailer | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | |
| Snowmobile3 | Yamaha Name Z2000 | | | | | | | | | | | 0.00 | | | | | | | | | | | | | | | |

Save Close Edit Hours

Timesheet Board for 1 day – shows all the crews and work orders

Timesheet Board

Branch: Toronto Timesheet Date: 3/3/2021

03/03/2021 Emps: 20 Timesheets: 4

(Kaml) Shane Sytnyk (1-123)

21030300003 - Status:Ready - Emps:4 - WOs:4
 Gord Downy, Pat Just Pat, Shane Sytnyk, Sylvester Stallon

1122334: 99 Pine Street ON P6A 1M5

A456888: 54 HUNTER DR CMS L1T 3M9

A55665: 3295 SEVENTH CONCESS CMS

A85588: DIVISION RD CMS

(Clgry) Chuck Roughneck (444)

21030300001 - Status:Ready - Emps:5 - WOs:5
 Anthony Smith, Barrie test, Bill Taylor, Chris Cross, chris Cros

1122334: 99 Pine Street ON P6A 1M5

A456888: 54 HUNTER DR CMS L1T 3M9

A55665: 3295 SEVENTH CONCESS CMS

A85588: DIVISION RD CMS

A99844: 901 RUSHTON RD CMS L1V 0A3

(Tor) Doug Wancha (9058333)

21030300004 - Status:Ready - Emps:3 - WOs:4
 Cody Munro, Darren Holdis, Patrick Schau

1122334: 99 Pine Street ON P6A 1M5

A456888: 54 HUNTER DR CMS L1T 3M9

A55665: 3295 SEVENTH CONCESS CMS

A85588: DIVISION RD CMS

(Kaml) Jeff Brown (99011)
21030300005 - Status:Ready - Emps:8 - WOs:4
 Bobbi Sytnyk, janelle k, Jeff Brown, John Law, Leaf Lotus, Linda Rumsfeld, Sam Jackson, Susan Swanso

1122334: 99 Pine Street ON P6A 1M5

A456888: 54 HUNTER DR CMS L1T 3M9

A55665: 3295 SEVENTH CONCESS CMS

A85588: DIVISION RD CMS

Searching and Reporting

The menu on the left has a list of built in reports. In the middle it shows the ability to search for almost anything and export to excel.

SunWorx
Change Password | [sundex.com](#) | [Site Map](#) | [Contact U](#)

Copy WO Work Request Locates Restoration Attach File Billing SubContractor Productivity Search New Save Clear

Sign out

Work Requests

Report

- Work Order Bill
- Billable Item Activity
- SKU Activity Summary
- Emp Hrs by Contract
- Equipment Utilization
- Billed List
- Locates
- Restoration
- Timesheet
- Productivity
- Equipment Time
- Employee Time
- Completed Time
- Efficiencies Request

Configuration

Purchases

Locates

Time History

Timesheet

- New Timesheet
- Edit Timesheet
- Complete Timesheet
- Timesheet Board
- Summary
- Approval Status
- Payroll Request
- Payroll Export
- GPS Map

Restoration

Jonas Exports

Advanced Search

Branch:

Street Name:

Division:

Job Number:

Add
Search
Reset

Click here to group by that column

| Location | Street Name |
|---------------------------|----------------------|
| 899 HWY 7B Apt: OPP | HWY 7B Apt: OPP |
| 54 HUNTER DR | HUNTER DR |
| 96 HEARST CIR | HEARST CIR |
| 218 HUMBERCREST BL | HUMBERCREST BL |
| 35 HEPWORTH DR | HEPWORTH DR |
| 3184 HEDGESTONE COURT | HEDGESTONE COURT |
| 9 HARBOURVIEW CR | HARBOURVIEW CR |
| 76 HILLDALE RD | HILLDALE RD |
| 4082 HICKORY DR Apt: BSMT | HICKORY DR Apt: BSMT |
| 57 HALLSPORT CR | HALLSPORT CR |
| 75 Hurontario | Hurontario |
| 54 HUNTER DR | HUNTER DR |

Locates Summary
Export
Job Card