

How TSi Geotech Eliminated Paper-Based Field Reports

TSi Geotech relied on paper-based field reports that created bottlenecks and frustrated clients. This case study shows how the firm adopted Omnant to eliminate handwritten documentation, reduce processing time, and give clients instant self-service access to reports.

The Challenge

TSi Geotech's paper-based system was slowing operations. Deciphering handwritten field reports consumed hours every week, and making revisions required recreating entire documents from scratch.

Clients needed quick access to their data, but the manual process delayed timelines. When changes were requested, technicians had to reproduce full reports just to make simple corrections.

Without a digital solution, the company risked continued inefficiencies that affected both internal productivity and client satisfaction.

The Approach

1

Trusted partnership

Omnant adapted the platform to TSi's existing forms and demonstrated responsiveness that made implementation easy.

2

Intuitive platform design

TSi started with one technician handling all field and concrete reports for 6 weeks. Once trained, that tech trained the rest of the team over two months.

3

Results after implementation

The pilot program proved successful, leading to full company adoption. Clients gained immediate self-service access with zero complaints about the transition.

The Solution

User adoption

- Eliminated handwritten field reports
- Simplified documentation management for certifications
- Easy corrections

Performance gains

- Reports properly organized and structured
- Reduced processing and review time
- Support responses within 10-20 minutes

Workflow efficiency

- Intuitive platform requiring minimal training
- Self-explanatory interface for fast adoption
- More time for engineering, less for paperwork

Platform usability

- Instant self-service report access
- No need to call office and wait
- Faster turnaround on data and deliverables