

Fix Fragmented Work Order Management with A Unified Solution

Stop repeat visits, hit your SLAs, and stay audit-ready. Powered by Quickbase + FastField

Picture this: a critical field repair gone wrong.

The technician comes back with a blurry photo, a coffee-stained paper form, and two conflicting parts notes. The customer's signature is missing. The office can't close the work order, finance can't bill, and the service deadline is still ticking down.



With disconnected systems, the answer to **"was this done right, on time, and to standard?"** is too often no.

The Problem: The High Cost of Paper and Confusion

Your field service operations rely on work orders. When these are managed with old systems like paper, spreadsheets, and point solutions, you create a costly bottleneck between the field and the office. This 'information gap' hurts your profits and your reputation.

If you lead field services teams, you know this pain: trying to run a predictable, compliant business while fighting to get accurate data.

Issue	Field reality	Operational impact
Gaps in field capture	Technicians miss serial numbers, parts used, photos, or customer signatures.	First-time fix drops, billing is delayed, rework and callbacks increase, audits are harder.
Disconnected systems	Data is re-keyed across spreadsheets, ERP, CRM, and scheduling; versions drift.	Errors and contradictions appear, decisions slow down, admin effort rises, finance reconciliation lags.
No real-time visibility	Leaders cannot see work in progress and only discover issues after deadlines pass.	Missed SLAs, stalled jobs, unhappy customers, and limited ability to intervene early.
Inconsistent approvals/evidence	Sign-offs by email or paper; QA and safety checks vary by person	Rework and warranty exposure, failed inspections, weak audit trail

The Solution:

Quickbase + FastField

Your Field-to-Office

Operations Platform

Quickbase + FastField gives you a single, adaptable work management platform to manage the entire work order lifecycle, from initial request to final billing. By connecting field and office through a deep integration of Quickbase and FastField, you get faster turnarounds, fewer errors, and more control over your operations.

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With Quickbase, everything is out in the open, so it's clear who is doing what, how much work is being done, and when it will be completed."

Rich Buckley

Vice President, Global Operations Engineering and Order Management, Valmet

Pillar	How Quickbase + FastField Delivers
Capture	FastField collects complete, validated job details, including custom forms, photos, signatures, timestamps, and location stamps, even when technicians are offline . This eliminates errors and ensures data is correct right at the job site.
Track	Quickbase serves as your single source of truth with live dashboards and instant visibility.
Trust	Connect ERP, CRM, and financial data for real-time insight into project impact. Every record is time-stamped, auditable, and secure.

Turn field service data into operational insights that reduce rework and guarantee service quality.

Key Product Capabilities

Quickbase + FastField ensures **capture, update, sign-off, and track every work order in real time** so you can prevent delays, meet SLAs, and reduce repeat visits.

Custom Digital Forms	Create flexible mobile forms for any job, capturing tasks, time, parts, and notes.
Proof of Work	Gather mandatory photos, customer signatures, GPS locations , and timestamps to prove every job was done right.
Label Scanner + OCR	Scan labels to instantly capture serial and model numbers. OCR extracts text from labels and asset tags, cutting data entry time.
Task Scheduler	Automatically schedule one-time or recurring tasks based on SLAs, asset type, or compliance rules. Visibility into completed and overdue tasks simplify workload balancing.
AI Workflow Assistant	Apply predictive intelligence to identify risks, flag missing information, and recommend corrective actions. The system learns from every job to optimize performance and SLA compliance.
Automated Workflows	Use rule-based automation to connect field data with ERP, CRM, and finance systems, streamlining communication and enforcing process consistency.
Real-Time Sync	Sync field updates instantly to Quickbase dashboards , giving the entire organization live visibility into progress and performance.

How the Workflow Runs

- 1

Creation & Dispatch: Work orders are created via form, email, or API. The Task Scheduler routes them by location, skill, and SLA, while the AI Workflow Assistant identifies risks before they impact delivery.
- 2

Field Execution: On site, the technician follows a job-specific checklist in FastField. Required fields, photos, readings, signatures, and GPS capture even without signal and sync instantly to **Quickbase** on reconnection.
- 3

Governance & Closeout: If a late arrival or failed QA step occurs, **Quickbase** flags an exception and alerts supervisors. Digital sign-offs ensure safety and compliance before closing the job.
- 4

Reporting & Insights: Leaders track SLA performance, first-time fix rates, and costs in real time through live dashboards, while predictive insights from the AI Workflow Assistant help prevent repeat issues and drive continuous improvement.



Use Cases that Drive Results

Use Case	Who it's for	What you get
Emergency response and rapid job intake	Disaster Restoration, Utilities	Faster triage and dispatch; on-site capture of photos, notes, GPS; claims and compliance documentation started immediately.
Multi-site maintenance and compliance	Facilities Management, Commercial Real Estate	Portfolio visibility; standardized checklists and inspections; consistent proof of compliance across locations.
Field installation and service upgrades	Telco, Utilities	Real-time tracking of parts, labor, and milestones; clearer handoffs; on-time delivery against contractual SLAs.
Recurring service work orders	Environmental Services, all industries	Automated scheduling and proof of service; full history per asset or site; data to move from reactive to proactive maintenance.

Success Stories: Achieving Predictable Performance

This platform is purpose-built for Asset-Heavy, Compliance-Driven Industries like Utilities, Facilities Management, Telco, and Disaster Restoration.



East River Electric (Utilities)

The Challenge

East River Electric managed work orders in Excel, creating huge disconnects between field work and financial tracking. They could not accurately track project budgets against work completed.

The Impact

East River Electric moved their Work Order Management process entirely onto Quickbase. Every work order is now tied directly to a project, allowing leaders to instantly see budgets and actual costs side-by-side. This saved the finance team countless hours of manual clean-up and ensures financial tracking is current.



Rayco Energy (Construction & Services)

The Challenge

Rayco Energy, a rapidly expanding solar and construction services company, was held back by scattered spreadsheets and separate apps. They lacked a central, scalable system to manage growth.

The Impact

Rayco built one complete Business Process Management (BPM) app on Quickbase. This centralized system eliminated redundant data entry and provided real-time insights into project profitability, resulting in a scalable system that supports massive growth without adding new administrative overhead.

"The employees in the field have it so much easier. Everything's on their phones now, and the work flows so much easier."

– Craig Richardson, Customer Quote

Work Orders and Finance, Together

Link each work order to its project and surface budgets and actuals beside job evidence through imports or integrations. Variance reports flag mismatches early, which reduces billing errors and shortens month end close.

Next Step

See it with your workflow. Book a 30-minute session to scope a 30-day pilot, or start a trial with prebuilt work order templates.

[Schedule a demo](#)

About Quickbase

Quickbase is the AI operations platform used by more than 12,000 organizations worldwide to transform ordinary work into extraordinary impact. Combining powerful AI capabilities and the flexibility and ease of low code/no code technology, Quickbase boosts productivity, improves efficiency, and enhances employee safety for organizations managing large-scale projects and operations in industries like construction and manufacturing. Founded in 1999, Quickbase is headquartered in Boston with teams in London, Sofia, and Bangalore. For more information, visit www.quickbase.com.