FIELDFUZE

BY TORICENT LABS

The Visibility Gap

How real-time job management and scheduling transforms contractor operations, eliminates wasted hours, and drives measurable profitability improvements.
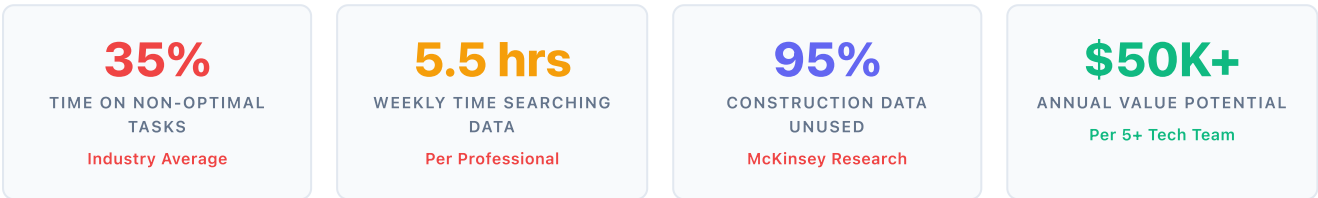
PUBLISHED
January 2026

FOCUS
Job Scheduling & Dispatch

AUDIENCE
Field Service Contractors

Executive Summary

The construction and field service industries face a defining operational challenge: the visibility gap. When contractors don't know where their crews are, which jobs are on track, or how time is being spent, costs compound invisibly—until they appear on the balance sheet as lost profits and frustrated customers.

35%	**5.5 hrs**	**95%**	**$50K+**
TIME ON NON-OPTIMAL TASKS	WEEKLY TIME SEARCHING DATA	CONSTRUCTION DATA UNUSED	ANNUAL VALUE POTENTIAL
Industry Average	Per Professional	McKinsey Research	Per 5+ Tech Team

The Core Problem

Nearly **75% of construction companies** spend less than half their time doing actual construction work. The rest disappears into scheduling chaos, communication gaps, and administrative overhead. This isn't a technology problem—it's a visibility problem.
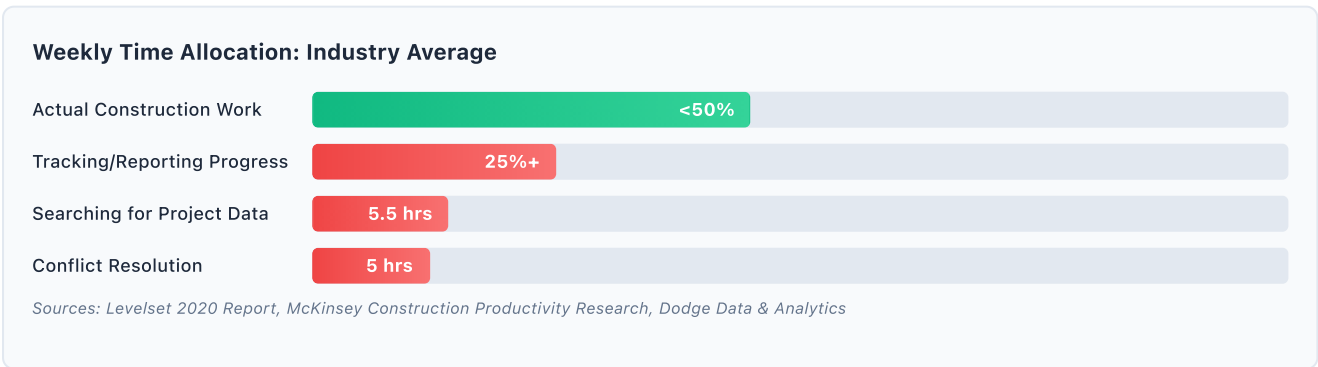
WHAT CONTRACTORS LOSE

- **1+ full day per week** to inefficiency
- **10 hours weekly** per person on data hunting
- **40% error rates** in paper time tracking
- **28% budget overruns** from poor scheduling

WHAT FIELDFUZE DELIVERS

- **Real-time job status** across all crews
- **Automated time tracking** eliminating guesswork
- **Intelligent dispatch** reducing windshield time
- **Instant visibility** into every active job

The Hidden Cost of Operating Blind

Industry research consistently reveals that construction and field service operations hemorrhage productivity through preventable inefficiencies. The root cause is almost always the same: lack of real-time operational visibility.

Weekly Time Allocation: Industry Average

Actual Construction Work	<50%
Tracking/Reporting Progress	25%+
Searching for Project Data	5.5 hrs
Conflict Resolution	5 hrs

Sources: Levelset 2020 Report, McKinsey Construction Productivity Research, Dodge Data & Analytics

Quantifying the Visibility Gap

The costs of poor operational visibility extend far beyond obvious inefficiencies. They compound through every aspect of the business—from customer satisfaction to employee retention to long-term profitability.

THE COMPOUNDING EFFECT

U.S. contractors lose an estimated **$30-40 billion annually** due to labor inefficiencies. Contractors themselves believe **11-15% of field labor costs** are wasted or unproductive. Better management practices could recover **$15-25 billion** of that waste.

28%	**20%**	**77.8%**	**65%**
AVG. BUDGET OVERRUNS	TIME ON LOW-VALUE TASKS	INDUSTRY AVG. FIRST-FIX RATE	AVG. TECH UTILIZATION
From poor scheduling	Chasing info/paperwork	Top performers: 90%+	Target: 80%+

The Paper Problem

Despite digital transformation sweeping other industries, construction remains stubbornly paper-dependent. This creates systemic accuracy problems:

Current State

- **60% of construction companies** still rely on paper timesheets
- **40% error margin** documented in paper time tracking
- **39% of contractors** use spreadsheets/whiteboards for critical planning
- **57% of teams** spend 10+ hours weekly on manual admin

What This Means

- Payroll inaccuracies cost money both ways
- Job costing data is unreliable for future bids
- Scheduling conflicts discovered too late
- No real-time insight into job progress

Source: University of Utah research on paper time and attendance, HR News, Dodge Data & Analytics

Scheduling & Dispatch Inefficiency

Poor scheduling creates a cascade of problems. Jobs overlap. Technicians arrive unprepared. Drive time inflates as routes are planned reactively rather than proactively.

SCHEDULING PROBLEM	BUSINESS IMPACT	CUSTOMER IMPACT
Double-booking	Emergency rescheduling, overtime costs	Delayed service, frustration
Inefficient routing	Excess fuel, reduced jobs per day	Wider service windows
Wrong tech assigned	Return visits, wasted expertise	Incomplete work, callbacks
No real-time updates	Dispatcher blind spots, reactive mode	"Where are you?" calls

How FieldFuze Closes the Gap

FieldFuze was built specifically to address the visibility gap that costs contractors millions in aggregate losses. Every feature is designed around a simple principle: you can't manage what you can't see.

Complete Job Visibility Dashboard

See all jobs at a glance: Pending, In Progress, Completed. Filter by technician, crew, date range, or priority. Know exactly where every job stands without making a single phone call.
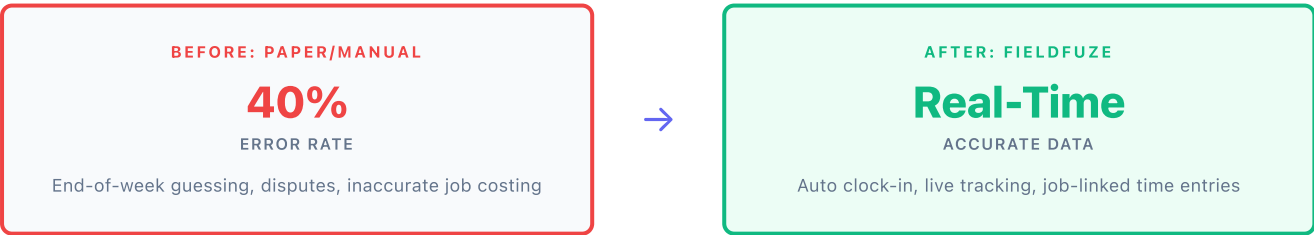
Job Creation & Assignment

+ One-Click Job Creation
Customer info auto-populated, location mapping, priority assignment

+ Smart Assignment
Assign to technicians or crews based on skills, location, availability

+ Duration Estimation
Set expected duration (0.5-8 hours or All Day) for realistic scheduling

Status Tracking

1 Real-Time Status Updates
Jobs move through Pending → In Progress → Completed with one tap

2 Priority Visibility
Low, Medium, High priority flags ensure urgent jobs get attention

3 Payment Status Integration
See payment status alongside job status—know which jobs are unpaid

Automated Time & Crew Visibility

Paper timesheets have a 40% error rate. FieldFuze eliminates guesswork with automated time tracking that captures accurate data without adding burden to your technicians.

BEFORE: PAPER/MANUAL	AFTER: FIELDFUZE
40%	**Real-Time**
ERROR RATE	ACCURATE DATA
End-of-week guessing, disputes, inaccurate job costing	Auto clock-in, live tracking, job-linked time entries

FEATURE	WHAT IT DOES	WHY IT MATTERS
Auto Clock-In	Automatically clocks in when technician logs in	No forgotten punch-ins, accurate start times
Manual Override	Technicians can adjust with manual clock-in/out	Flexibility for exceptions without losing accuracy
Live Hours Display	Running hour count visible in sidebar	Technicians and managers see hours in real-time
Job Linking	Time entries associated with specific jobs	Accurate job costing for future bidding

Crew Management & Scheduling

Many jobs require teams, not individuals. FieldFuze's crew management lets you build persistent teams, assign leads, and deploy entire crews to jobs with full visibility into who's doing what.

Crew Capabilities

- **Create crews** with designated leads
- **Define crew skills** (HVAC, Electrical, Plumbing, etc.)
- **Assign entire crews** to jobs with one action
- **Track crew performance** over time
- **Dynamic membership**—add/remove while maintaining identity

Visibility Benefits

- Know which crew is on which job
- See crew lead contact for quick communication
- Match crew skills to job requirements
- Balance workload across crews
- Historical crew performance data for optimization

THE UTILIZATION OPPORTUNITY

Top field service teams maintain **80-90% technician utilization**. Moving from 65% to 75% utilization increases revenue by **15%** without adding a single employee.

The ROI of Visibility

Field service management software investments consistently deliver strong returns. Industry research shows a $15K-$25K investment typically delivers $50K-$100K+ in annual operational value.

59%	**10%**	**8%**
SEE ROI IN <1 YEAR	LABOR COST REDUCTION	FUEL COST REDUCTION
Service industry users	Industry benchmark	Route optimization

Where FSM Software Creates Value

Reduced Admin Time	Up to 73%
Faster Payment Collection	Shorter cycle
Reduced Drive Time	Route optimization
Improved Tech Utilization	+10-15%
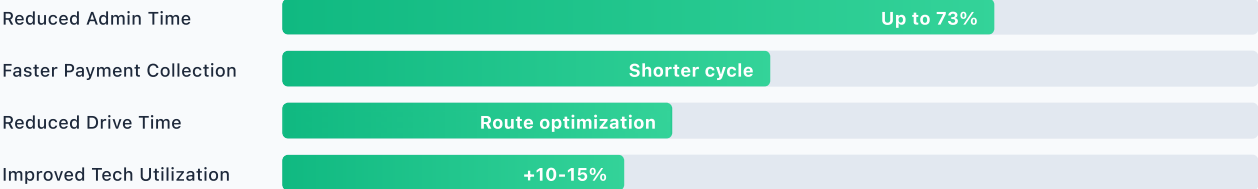
Sources: BuildOps contractor data, Field Service Management industry research

Sample ROI: 10 Technicians @ $50/hr Loaded Rate

Labor hours saved (2 hrs/tech/week × 50 weeks)	1,000 hours
Labor cost savings @ $50/hr	$50,000
Fuel savings (8% of $30K annual fuel)	$2,400
Additional billable hours (1 job/week × $200 avg)	$10,000
Reduced admin overtime (5 hrs/week @ $35/hr)	$8,750

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Closing the Visibility Gap

Industry research shows the transition from operational blindness to real-time visibility doesn't require a complete overhaul of how contractors work. Modern platforms enhance existing processes.

WHAT YOU GAIN	WHAT YOU LEAVE BEHIND
• Real-time visibility into all active jobs	• "Where are you?" phone calls to crews
• Automated time tracking that works	• Paper timesheets with 40% error rates
• Smart scheduling with conflict detection	• Scheduling conflicts discovered too late
• Crew management for team-based work	• Lost job notes and customer history
• Integrated estimates and invoicing	• Manual invoice creation and tracking
• Photo documentation per job	• Scattered photos across personal phones
• Payment tracking and collection	• Chasing payments without visibility
• Performance analytics and reporting	• Guessing at job profitability

Beyond Job Management

While this report focuses on job management and scheduling visibility, FieldFuze provides a complete operational platform:

Financial Operations

- **Estimates** with line items, markup calculation, fee transparency
- **Payment links** via Stripe for instant customer payment
- **Invoice generation** with PDF creation and email delivery
- **Commission tracking** for performance-based compensation

Extended Capabilities

- **CRM** with complete customer history and preferences
- **Fleet management** for vehicle tracking and maintenance
- **Insurance claims workflow** for restoration contractors
- **Contract management** with e-signature integration

The Bottom Line

The construction and field service industries are at an inflection point. Companies that close the visibility gap will capture market share, attract better talent, and build sustainable profitability advantages. Those that don't will continue losing more than a full day of work every week to preventable inefficiency.

FieldFuze exists to close that gap. Real-time job visibility. Automated time tracking. Intelligent scheduling. Complete operational awareness—without changing how your teams work in the field.