Document Everything – With Voice

Mobile Voice Conference
Jeremy Foster - CMO
Overview

• Implications In Construction
• Tech Trends
• Human Transcription
• New Behavior
• Case Studies
• Summary
## Construction Implications

<table>
<thead>
<tr>
<th>Situation</th>
<th>Reality</th>
<th>Implications</th>
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</thead>
<tbody>
<tr>
<td>Necessary to document deviations from planned conditions, staffing, scope</td>
<td>It is challenging to use a PC or write things down when working on a</td>
<td>Construction firms suffer financial losses due to:</td>
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<td>of work, and timeline (schedule).</td>
<td>jobsite.</td>
<td>- Not getting paid on change orders.</td>
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<td></td>
<td>Staff rarely document events.</td>
<td>- Having to pay for liquidated damages on delays.</td>
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<td></td>
<td>When they do, notes usually lack sufficient detail.</td>
<td>- Having to pay for injuries &amp; claims, regulatory</td>
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<tr>
<td></td>
<td></td>
<td>penalties.</td>
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Tech Trends Enabling Voice

Mega Trends:
• Mobile broadband
• Cloud computing
• Second hand smart phones
• The ‘App’ phenomenon

NoteVault Specific:
• Voice driven
• Keyword Notification
• Comment / collaboration
Driving Transparency and Visibility

- NoteVault includes field based staff - where money is made and lost
- Management has near real-time visibility into its field activities
- Lowers short and long term risk
- Lifts site discipline
- Harness the collective wisdom on the ground
Driving Transparency and Visibility

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With NoteVault

NoteVault Platform
Reports daily or on demand
Rich detail, collated
Keyword notifications

Easy to use app
Photos / text
Geo / Time stamped

Notes
Comments
The Case For Human Transcription

Speak don’t write
- 7 – 10 times faster than writing / typing
- Higher quality and quantity of reported detail
- Custom glossary of terms / places / acronyms
- Keyword notification
- Professional transcribers deliver superior results .....so far
Information Flow =
Production (Quality X Quantity) X Consumption X Freq

Project specific terms (Keywords)
20 X more content (Speaking vs writing)
Reading = 2 X faster than talking
Office / Field ratio

Source: NoteVault Inc
Modality of communication

<table>
<thead>
<tr>
<th>Productive</th>
<th>Receptive</th>
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<tbody>
<tr>
<td>Speaking</td>
<td>Listening</td>
</tr>
<tr>
<td>Writing</td>
<td>Reading</td>
</tr>
<tr>
<td>Auditory</td>
<td>Written</td>
</tr>
</tbody>
</table>

“I don’t mind reading English, but I want to speak my own language, especially under pressure”
- Spanish Super

“I like to get up to speed on what happened the previous day before I talk to anyone..”
- Proj Manager
Case Study 1 - Dubai

- 250 MUSD Hotel
- 10% at risk over 6 months
- Agreement gave relief for delays if unsafe (weather / temp / sandstorm etc)
- What’s the damage?

We can’t see! Stop the cranes!
Case Study 2 - Fujairah

- Oil and Gas - Pipe line
- Project client creating many micro delays
- Culture means site staff must say ‘yes sir’ and take blame

- What to do?
Summary

Industry will decide the value
Technology has tipped (at least for reach)
Need technology and behavior change
Adoption X Benefits = Value

Adoption
Relevance

Benefits
Long(er) term

Ease of use
Short(er) term
What expertise is could we unlock from the field, if only they had a voice?
Spare Slides