

Lift Power Inc. is a Jacksonville-based material handling leader and authorized Crown/Bobcat/Komatsu dealer serving the Southeast for over 50 years. They partnered with Tinnacity to optimize warehouse operations and fleet management.

## The Challenge



### Missing Docs:

Eliminated the struggle of tracking down physical paper timecards and WOs.



### Processing Friction:

Illegible paper documents required significant manual effort for the back-office team to process billing and payroll.



### Back-Office Drag:

The manual process of handling and sorting paper documentation created lags in internal processes.



Tinnacity's mobile service application **fixed the problem of tracking down missing timecards and WOs (work orders)** and has streamlined our billing and payroll process.

- Daniel Niewhoener, CFO



## The Solution



**Back-Office Speed:** Digital records allow the admin team to process payroll and billing with 100% accuracy.



### Mobile-First Documentation:

Replaced paper with a mobile app, ensuring no work order or timecard is ever lost again.



**Significant ROI:** Streamlined the entire lifecycle of a service call from the field to the front office.



### Instant Billing Sync:

Digital documents drop directly into Lift Power's workflow, eliminating manual data entry.