



UTB Replaces Paper Forms With Mobile-Compatible Field Reporting

**Industry:**
Construction

**Customer Since:**
2024

**Products:**
Experience Studio

**Features:**
Forms, Doc Gen, eSignatures

COMPANY BACKGROUND

Founded in 1933, [UTB](#) is a France-based construction and building maintenance company with 1,200 employees supporting renovation and construction projects.

UTB’S CHALLENGE

Salesforce sits at the center of UTB’s operations. However, safety checks, equipment verification, bad-weather stoppages, and project photo documentation were managed through paper forms, emails, and manual reporting processes. Managers collected photos and manually assembled reports themselves.

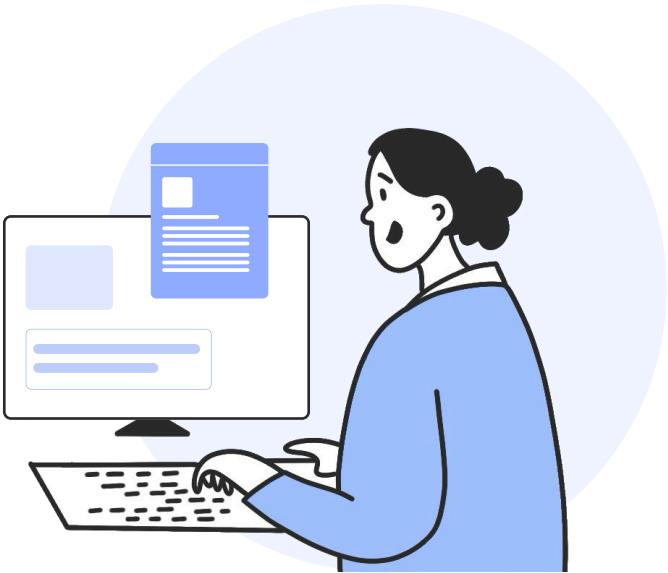
UTB also struggled to generate photo-heavy documents inside Salesforce, with reports failing to load. Simultaneously, the company needed signed proof and documented records stored in Salesforce for compliance, insurance, and accident auditing purposes.

TITAN’S SOLUTION

UTB implemented Titan Experience Studio, so field teams can complete mobile forms. Once forms are completed, managers and employees sign electronically from their devices. Titan then writes form records to Salesforce and generates PDFs for compliance and accident auditing.

UTB also replaced manual photo reporting. Employees upload before-and-after project photos from the field, so managers can generate reports in Salesforce.

UTB also stores generated files in Google Drive while maintaining references in Salesforce.



KEY RESULTS

- ✓ **Mobile-Compatible Field Forms:** Field employees now complete safety checks, equipment verification, and project reporting through mobile-compatible forms connected to Salesforce.
- ✓ **Real-Time Field Updates:** On-site employees upload photos from mobile devices as they work, with records synced directly to Salesforce and Google Drive.
- ✓ **1 Click Document Generation:** Managers generate completed before-and-after project reports directly from Salesforce instead of manually assembling photos and documents.
- ✓ **Large Photo Reports Generated Successfully:** UTB can now generate large, photo-heavy construction reports directly from Salesforce without documents timing out or failing.
- ✓ **Compliance Records Captured:** Safety checks and equipment verification are completed on-site through forms that automatically sync to Salesforce. Signed records are then stored for compliance tracking, insurance requirements, and accident audits.
- ✓ **Better Visibility Into Site Compliance:** UTB can now identify sites where required safety checks have not been completed, helping improve quality and safety oversight.

“With Titan, we can now generate large, photo-heavy documents directly from Salesforce, without our reports timing out or failing to load.” – Julien Bonal, Software Developer at UTB