

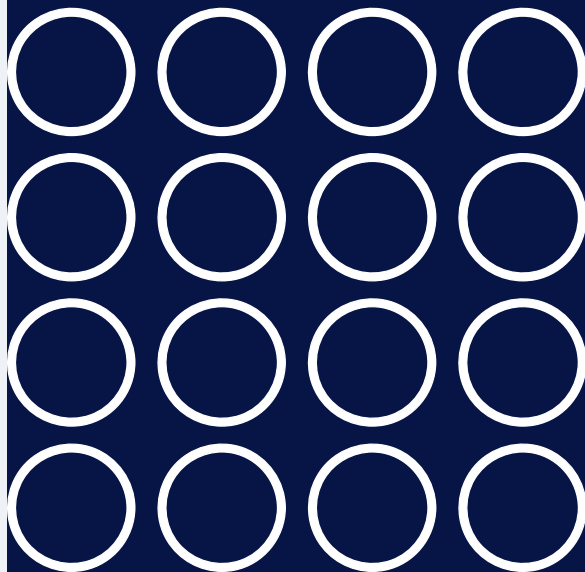
Transparent Maintenance

Replacing Messages,
Spreadsheets, and Paper
With One Cohesive System



CASE STUDY

Industry	Residential and industrial maintenance and construction
Location	Atlanta, Georgia
Users	Office administrators, field employees, and external subcontractors
The Build	Custom job management, vendor tracking, and invoicing platform
Time to Production	6 months



SECTION 1: THE PROBLEM

Running On Text Messages And Paper

Transparent Maintenance handles maintenance and construction work for homes and industrial sites around Atlanta. The company sells one thing above everything else: proof that the work was done properly, at the price quoted. The complication is that a large share of that work is carried out by people the company doesn't employ. When there aren't enough in-house crews for the jobs on the board, the work goes to external contractors, and every contractor company shows up with its own way of running a job. Most of it wasn't tracked.

Every job ran on:

- Direct messages to confirm work had started and finished
- Spreadsheets with endless rows of line items and pricing
- Photos generated and filed by hand as the only evidence of completed work
- Paper invoices a manager walked through document by document
- No record of hours worked against any job
- No system for payments at all

Off-The-Shelf Software Isn't Built For Managing Contractors

Most job management tools are built for companies where everyone is an employee working from a single standardized process. Transparent Maintenance needed the opposite: a way to bring outside contractors into their flow, hold them to it, and confirm the quality of work performed by a crew that changes from job to job. That requirement is what made a custom build the practical choice.

SECTION 2: THE SOLUTION

One Platform From Quote To Invoice

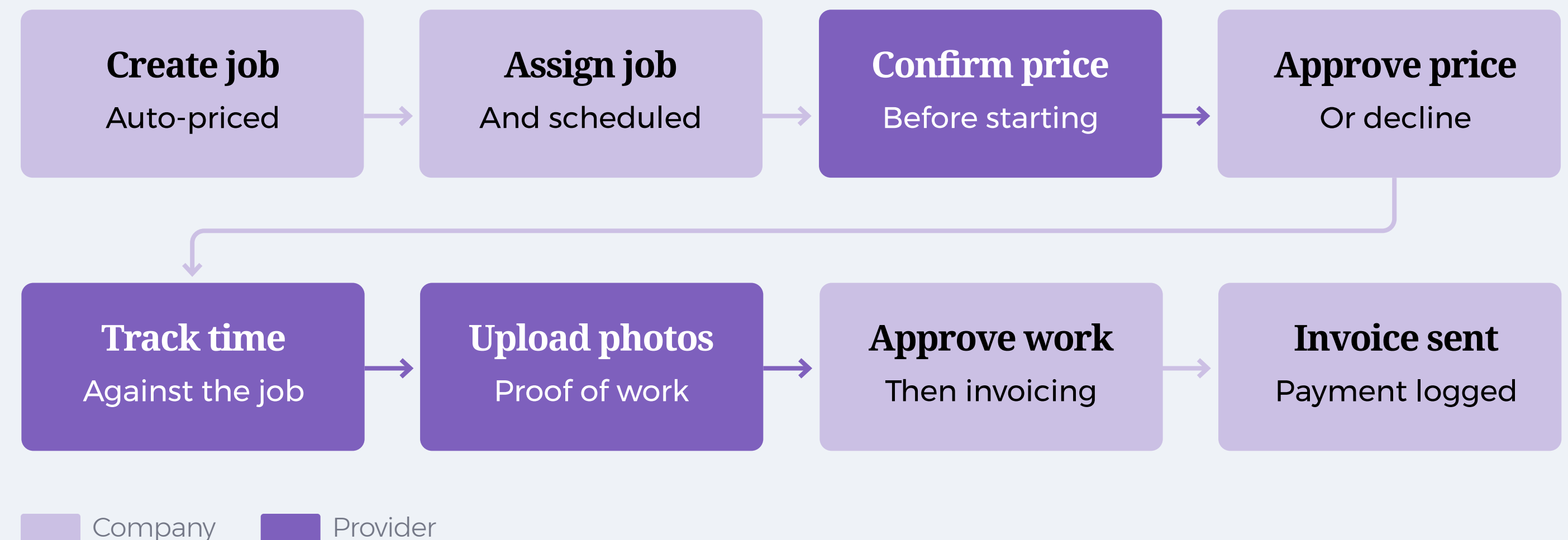
Transparent Maintenance needed one place where a job could be created, priced, assigned, worked, verified, and invoiced, with the same rules applying whether the person doing the work was on payroll or hired for the week.

DevSquad built that as a single platform with two ways in:

1. An administration panel where the company controls the work
2. A job panel where employees and external contractors receive it

Contractors become users when they're assigned a job, which is how an outside crew gets pulled into an internal process without changing how they're hired.

From there, a job moves through the platform in a fixed sequence, passing back and forth between the company and whoever is doing the work. Every step exists because the step before it couldn't be verified on its own.



What The Platform Does

No part of the old process was left running alongside it. The software now covers the full operation, from the first line item on a quote to the last payment recorded.

- Job creation with service line items, quantities, materials, and automatic pricing
- Scheduling, with calendar integration for availability
- Assignment of jobs to internal employees or external contractors
- Price confirmation and approval before work begins
- Time tracking against each assignment, logged automatically or entered manually
- Approval required before additional materials are purchased mid-job
- Photo upload directly into the job record
- Provider submission and administrator approval on completed work
- Invoice generation and document handling
- Payments recorded and surfaced to the provider
- Client records and job tagging by type
- Reporting across jobs, vendors, spend, and regions

New job

Pro mode

SAVE JOB

Customer

Estimate
\$29,483
Built in 1996
Bed: 7 Bath: 3.0 Sq.ft.: 5280

Test

1234 Aspen Ave
Provo, UT 84604
Bogus address
(234) 567-8900
name@domain.com

NOTIFICATIONS ON ⓘ

🕒 Customer history

Schedule

FromThu, Jul 14 202210:00am

ToThu, Jul 14 202211:00am

Timezone: MDT

Dispatch by name or tag

Mauricio Kiyama ⓧ

☐ Notify customer ⓘ

Private notes

Job fields

Job typeRepair

Business unitPlumbing

☐ Callback

Customer tags

Customer tags (press enter)

Commercial ⓧcustomer ⓧ

Line items

Services

Item name

Qty

Unit price

\$1,000.00 ⓘ

Test item

1.00\$1,000.00

Description (optional)

Unit cost\$0.00

+ SERVICES ITEM

Materials

Item name

Qty

Unit price

\$1,230.00 ⓘ

Some stuff

1.00\$1,230.00

Description (optional)

Unit cost\$0.00

+ MATERIALS ITEM

Subtotal

\$2,230.00

\$2,230.00

+ DISCOUNT

Super awesome message for this invoice

Cost breakdown

Materials cost

Profit/Loss

\$0.00

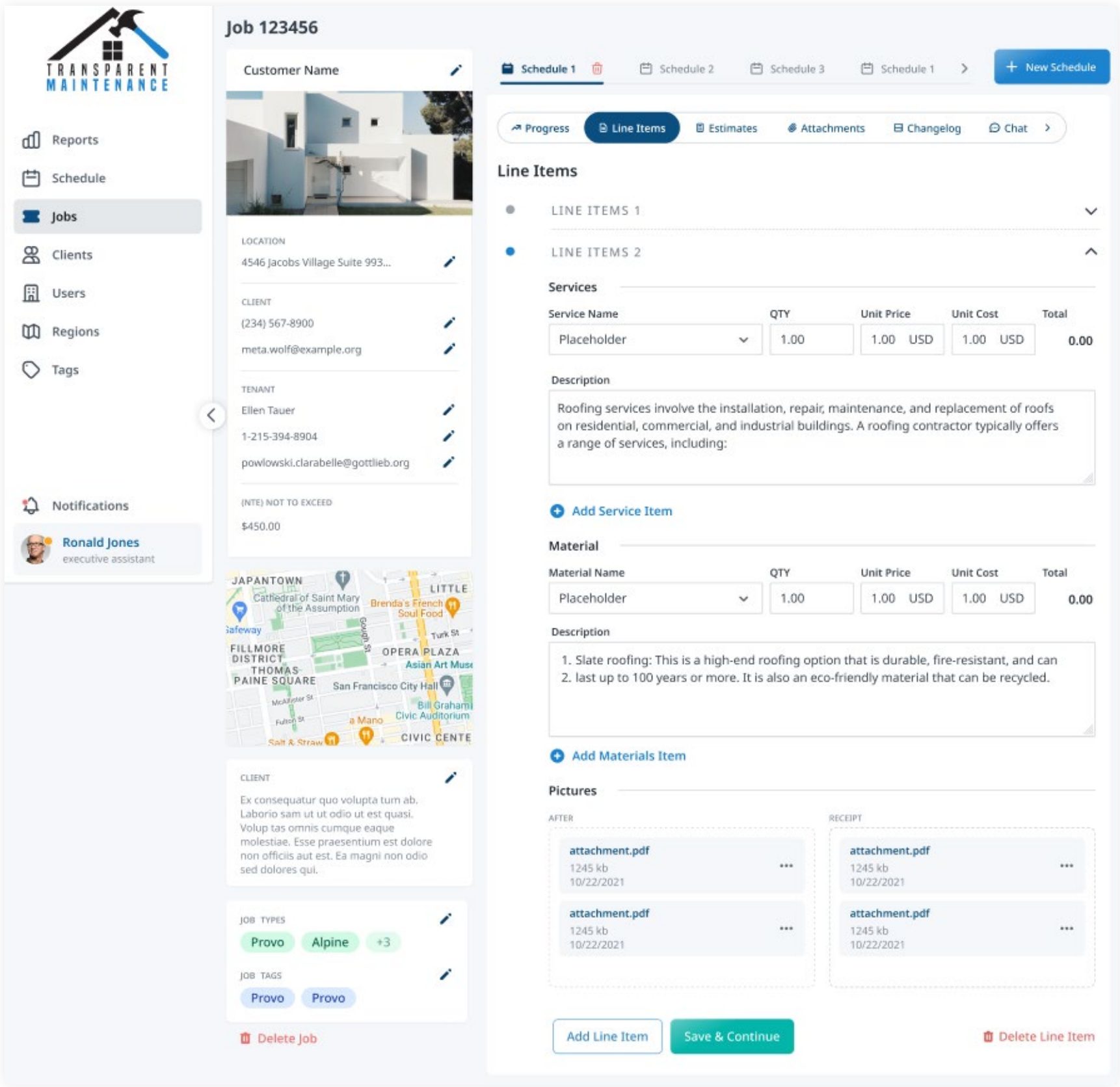
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Everything a
job needs, in
one place

When An Integration Doesn't Fit

DevSquad didn't connect the platform to banking systems. Transparent Maintenance's customers pay how they want to pay, cash included, so a two-way bank connection would have captured only part of the money coming in and forced the rest into a workaround. Instead, payment gets issued through their own banking application and recorded in the platform, which tells the provider they've been paid.

Before	Today
Messages and calls to confirm work was finished	Job status tracked through the platform
Photos generated and filed by hand	Evidence uploaded directly into the job record
Hours untracked, invoices larger than expected	Time logged against every assignment
Extra materials bought without a gate	Additional materials require approval first
Spreadsheets with endless rows	Structured jobs with line items and automatic pricing
Paper invoices walked through by a manager	Invoices generated in the platform
No payment record anywhere	Payments recorded and visible to the provider
Contractor quality assessed on trust	Work submitted and approved before it's invoiced



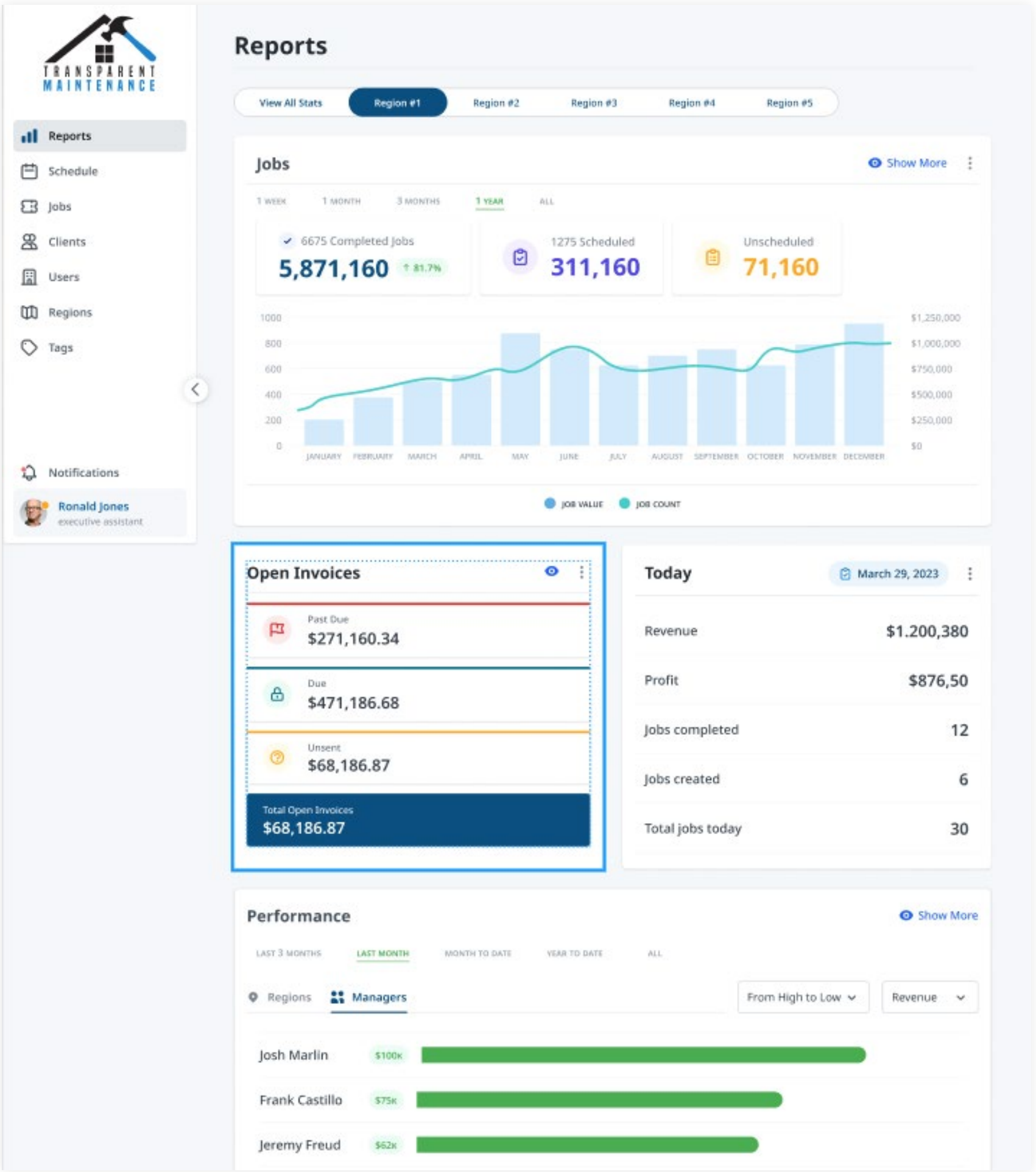
Hours tracked against the job, evidence attached to it

Understanding
The Full Value
Of Transparent
Maintenance’s
Custom Software

- **Hours stopped being a matter of opinion.** Time is logged against the assignment as the work happens, so the invoice matches the job.
- **Spend has a gate in front of it.** Additional materials need approval before they’re purchased, rather than an explanation after the fact.
- **The proof assembles itself.** Photos and progress updates attach to the job as the crew works, so nobody spends an afternoon reconstructing what happened.
- **Contractor work gets verified before it gets paid.** Submission and approval sit between the finished job and the invoice.
- **Chasing people stopped being part of the job.** Status lives in the platform instead of in someone’s messages, which removes a category of friction from the working relationship with every contractor.

A Back-Office
Operations Tool
Ended Up Steering
The Marketing
Budget

This outcome was a surprise. Once jobs were structured and tagged, the platform could report completed work, scheduled work, expected work, vendor counts, and spend—all broken out by region. Transparent Maintenance used that view to decide where to advertise, concentrating spend on the areas producing real job density.



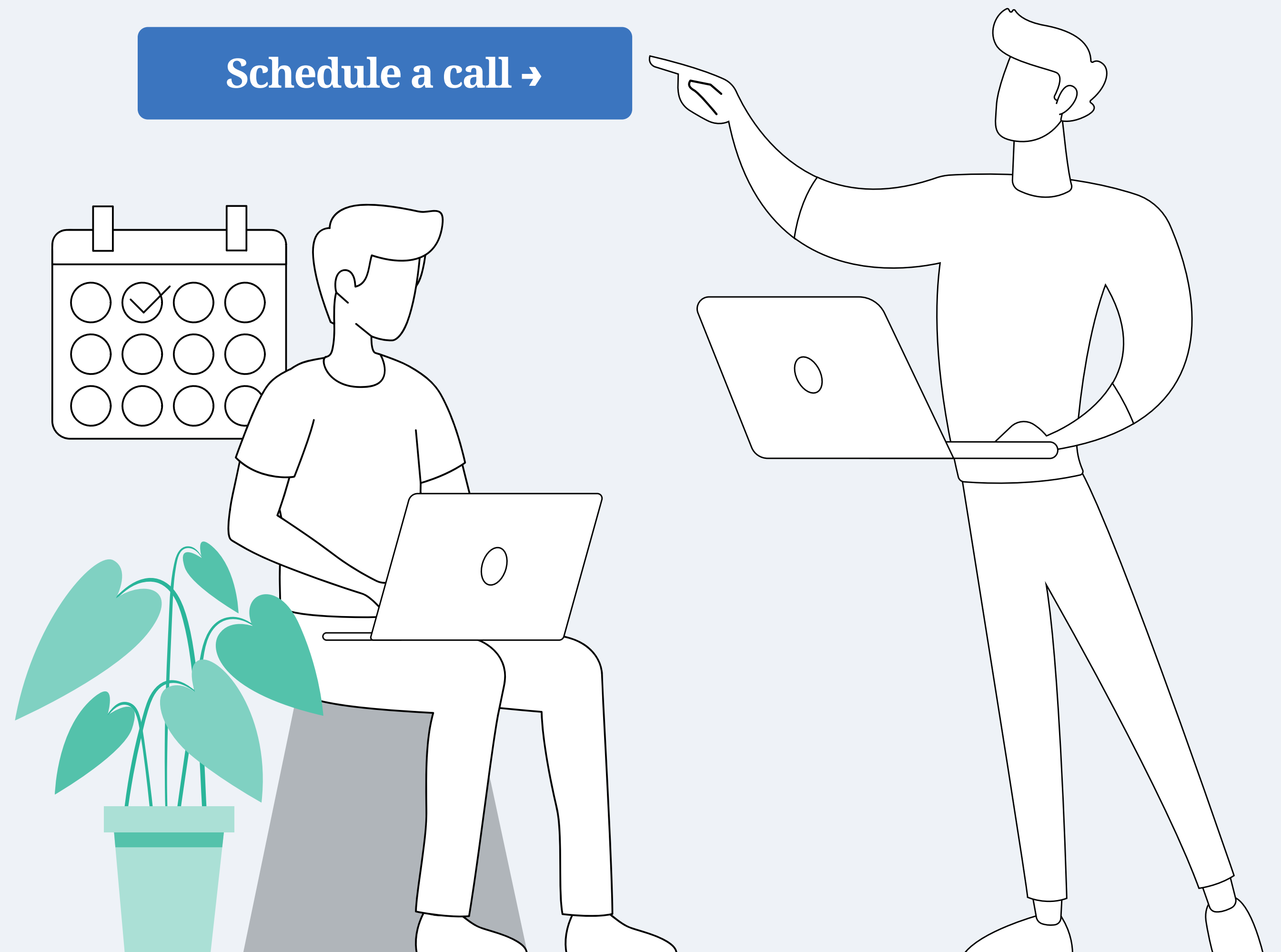
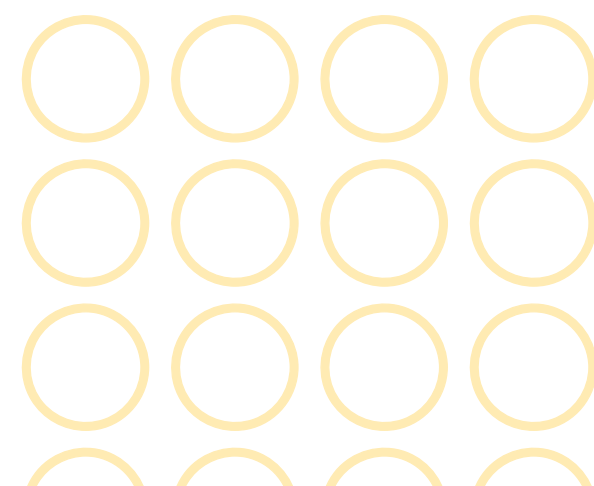
Where the work is, and where the next job is likely to come from

SECTION 3: THE PATH FORWARD

Moving Upkeep In House

We launched the platform in just 6 months, then maintained it for another 6 months. With all of their feedback incorporated, Transparent Maintenance chose to handle quality assurance in house. We supported the team with a smooth handover and training so they could run the platform on their own.

Ready to replace your outdated systems and processes?

[Schedule a call →](#)