Hancock Software Case Study

Maryland Doubles Productivity

State of Maryland and its 33 Partners Increase Energy Savings and Productivity with Hancock

DHCD
Maryland Department of Housing and Community Development

Key Highlights

Customer
State of Maryland

Industry
Residential

Location
Lanham, MD, USA

Key Benefit
Reduced administrative overhead by 50%

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After adopting Hancock Software's mobile application and targeting high energy users, we doubled the program's TRC.

Bill Ariano
Deputy Director
Maryland DHCD

Overview

Maryland's Department of Housing and Community Development (DHCD) implements large-scale low income energy efficiency programs for the state's utilities. When the deputy director first administered the program, he knew he needed to scale his Demand Side Management (DSM) operations. His trade ally network of 33 nonprofits and for-profit contractors would need to deliver a high level of performance day in and day out. He also recognized that now that he was administering ratepayer funds, he would be responsible for growing regulatory and reporting requirements.

Using Hancock Software provides DHCD with a repeatable efficiency process that works time and again. DHCD and its partner's report Hancock Software has helped them become about twice as productive, all while improving program quality and cost effectiveness.

Results with Hancock Software

Hancock Software is the market-leading provider of productivity software for delivering energy efficiency. Powered by data captured using an onsite mobile app, Hancock includes a full lifecycle online workflow supporting residential, multifamily and commercial demand side management programs.

Management

"Hancock improves accountability. I'm better able to hold people accountable for what they're doing and how they're doing it," says Bill Ariano, Deputy Director of Maryland's statewide DHCD. Colin Choney, a program manager, adds, "Prior to Hancock, the program suffered from a data entry bottleneck on average 7-10 days, thus lacked pipeline visibility." He continues, "Gathering the pipeline data they did have formerly consumed several staff days each week working across spreadsheets. With Hancock, this task has been reduced to minutes." Mr. Choney adds, "Project reviews often took up to 4 hours per job, these have now been reduced to approximately 30 minutes per job using Hancock."

Project Completion

Before Hancock, it took us 30-45 days to get a customer project completed. Now these are getting turned around in 15-17 days on average," says Mike Lafferty, Division Chief of the City of Baltimore's Department of Housing and Community Development (DHCD).

Data Entry

"A full day each week of auditor time, formerly spent in the office doing data entry, has now been reallocated to performing additional audits," says Mr. Choney. Contractor John Holmes of Total Home Performance adds, "It (the mobile app) helps me personally. I try not to do paper audits anymore, if you miss one thing, then you can't generate an energy savings." He continues, "Time of actually loading data (into web-only systems), you'd do the paper audit, write everything down, then spend 30 minutes to an hour entering information into the software. (The mobile app) increases efficiency of getting the data into the software (because you no longer have to re-key data)." Mr. Holmes concludes, "I used to use (different software), I prefer Hancock, feel like it makes more sense, the way you put data in. There are less variables and error messages. I prefer Hancock."

Invoicing

"Before, invoicing management required a full time person on my staff. Now, we get 20 jobs out the door with internal checks-and-balances completed within 3-4 hours," says Mr. Lafferty.

Reporting

"Hancock has been invaluable preparing data for various reporting requirements. For example, CitiStat is a panel from the Baltimore City Hall that monitors performance and accountability, it required up to five staff members a full day per month to assemble and sort performance data. With Hancock, supporting this reporting requirement now takes minutes," says Mr. Lafferty. Mr. Choney adds, "Built-in reporting is already saving us at least 16-24 staff hours per month."

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> Colin Choney
> *Program Manager*
> *Maryland DHCD*

Energy Modeling

Mr. Ariano explains, "The mobile application's energy modeling has lowered our investment in cost-ineffective measures over a priority audit approach, improving return on investments in efficiency." Mr. Holmes adds, "Without the software I don't know how they'd justify their energy savings without us writing it out by hand. By energy modeling on the iPad we are saving hours."

Cost Reduction

Mr. Lafferty had estimated need for 3-4 support staff to run 2,600 customer applications through the system. He was pleased Hancock made this possible with only two support staff. He adds, "Without Hancock, I'm 110% confident I'd need 3-4 more staff to handle the same workload." Mr. Ariano adds, "We adopted Hancock's mobile application to standardize energy modeling calculations. It reduces the need for us to use outside technical services."

Productivity

Bill Ariano explains, "After adopting Hancock Software's mobile application and targeting high energy users, we doubled the program's TRC." Mr. Ariano continues, "Even if we were targeting high energy users and using prescriptive audits, we would not have gotten the benefit that the Hancock mobile software provided. Hancock's mobile application prioritized the work and created the cascade that led to the most energy efficient measures vs. just a menu." He adds, "As the science of weatherization continues to improve, it is extremely helpful to have software that ensures the science of weatherization is being implemented in a whole-house approach."

Mike Lafferty elaborates, "Prior to Hancock, two field staff were able to perform approximately 240 jobs per year. Using Hancock, 7 field staff are performing approximately 1,300 jobs per year." On average, this means field staff are performing 42% more jobs with Hancock vs. without, while handling increased overhead of a larger program. Initially skeptical, Mr. Lafferty "couldn't imagine running a $9-17m program without Hancock."

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Mr. Lafferty adds, "Days spent tracking down files and support detail to resolve a customer inquiry or issue has been reduced to the touch of a button." Mr. Ariano adds, "Hancock improves the flow of paper and verification. I no longer have to send a person back out onsite because photos captured make things very clear. This alone has saved us several hours per issue."

Conclusion

Maryland's Department of Housing and Community Development (DHCD) and supporting agencies offer compelling support for the benefits of working with Hancock Software.

By electronically capturing data in the field using Hancock's mobile app
- Program management staff no longer need to use multiple incompatible spreadsheets
- Field staff become more productive, improving savings with the embedded energy modeling
- Funding stakeholders gain transparency into any level of detail desired, while reducing manual error

By running your energy efficiency program electronically using Hancock's online portal
- Program management staff no longer need to spend days or weeks each month searching for the data needed for reporting and compliance
- Field staff are able to accelerate payment and project cycles with more manual errors getting caught at time of capture vs. during desk reviews
- Funding sources can be invited into the online review processes