FOR INSPECTION, ASSESSMENT AND SURVEY FIRMS

Turn site data into finished reports, without the cutting and pasting

Inspectors, assessors and consultants capture data on site. Then someone in the office cuts and pastes it into a report, chases the invoice and emails the files. Osher Digital automates that work: offline field capture, reports drafted from site data, and files released when the client pays.

80%+	8,000+	6	On payment
less cutting and pasting on field reports	admin hours a year identified at an inspection firm	report types composed from one content library	report files released automatically when the Xero invoice is paid

What we automate

01
Field capture that works offline
An app that records measurements, photos and dictated notes with no signal, and syncs safely when it finds one.

02
Reports drafted from site data
Site data flows into your templates. AI drafts the narrative sections, and your team reviews before anything is sent.

03
Keep the capture app you have
Already on Fulcrum or SafetyCulture? We connect it to your templates, storage and job system.

04
Bookings and scheduling
Requests from email, phone and web land as one job record, with clashes checked and confirmations sent.

05
Paid before released
Clients see a DRAFT preview. The clean files release when the invoice is paid in Xero.

06
Answers from your own standards
A private assistant that answers staff questions from your procedures, legislation and standards, with a link to the source.

Works with the tools your team already uses

We connect the tools your team already uses to your reports and your accounts, or build you your own.

Fulcrum · Total Synergy · Xero · Custom offline app · SafetyCulture · GoCanvas · Microsoft 365 · Google Workspace

We start with what you have, and build only where the rented tools stop fitting:

1. **Keep your capture tool.** Webhooks and APIs send each completed job to your templates, storage and job system.
2. **Templates and AI drafting.** Site data fills the report, AI drafts the narrative, and a person approves it.
3. **Billing hand-off.** The invoice is read from Xero, and the files release once it is paid.
4. **Your own system.** When the tools stop fitting, we build a portal and field app that you own.

CASE STUDIES

Examples from our field services work

REPORTS AND FIELD CAPTURE FOR AN ARBORIST

An Adelaide consulting arborist cut and pasted field data from Fulcrum into four Word report types for every job. We automated the reports first, with AI drafting and a person approving.

We then built the practice its own platform: a portal that runs each job from enquiry to paid PDF, six report types from one content library, and an offline Android app for the tree data.

- Over 80% less cutting and pasting on reports
- More jobs completed, at higher prices
- Tree data entered once, on site

BOOKINGS AND INSPECTIONS FOR AN INSPECTION FIRM

A Canberra building and pest inspection firm ran 30 to 50 bookings a day through email, spreadsheets and a legacy portal. Our process audit found more than 8,000 admin hours a year to recover.

We replaced the legacy system with a portal that carries each booking through five teams and four outside parties, with route-aware scheduling and the shared mailbox filed against each job.

- More than $250,000 a year in savings identified
- Every handover visible on one screen
- The office changes its own settings, without a developer

Built for the field, not the demo

- ✓ Capture works with no signal, and photos upload on their own queue.
- ✓ AI drafts land in an editor. Your team approves every report before it is sent.
- ✓ We host in Australia. When we build your system, you own the code.
- ✓ We move your history out of the old tool, and keep it in sync during the switch.

How a project runs

1. **A 15-minute call.** Show us one finished report and the data it starts from.
2. **A clear quote.** We tell you which approach fits and what it costs, including upkeep.
3. **Built on your jobs.** We map your templates and test with past jobs before go-live.
4. **Go-live and tuning.** We train your team and tune the drafts and checks on real jobs.

About Osher Digital

Osher Digital is a Brisbane AI and business process automation consultancy. We build automations, AI agents and custom software for Australian businesses, and we host them in Australia.

More on this page

The web version of this statement, with every case study and our answers to common questions, is at osher.com.au/industries/field-service-automation/

Get the evenings back

Book a free 15-minute call. Show us one finished report, and we'll tell you what fits and what it costs.

Book a 15-minute call
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