



Mungo Homes Improves Health Screening with OnTask

Mungo Homes is a home builder that sells new houses. As each client goes through the process, Mungo's employees have a lot of interaction with each individual client throughout the building process. While some meetings can be done virtually, face-to-face meetings are essential in several situations. After COVID-19 hit, Mungo created a questionnaire to aid in health screenings of its employees and customers interfacing with them.

Overview

Employees would need to email the questionnaire to each client before the face-to-face meeting. The customer would then have to print, fill out the form, scan it back into their device, and email the completed information back to Mungo. Employees would then need to review and process each individual questionnaire and decide if it was safe to meet in-person. The process was time consuming and inefficient, and Mungo needed a better way to help employees streamline these new safety protocols.

Challenges

Mungo Homes is a large company that employs hundreds of people in the home building business. "If we ever had someone that got sick, we had to go back and investigate. We had one person that only handled questionnaires all day, and it was taking away from her normal job responsibilities," says Anna Newell, HR Director at Mungo Homes.

Before finding OnTask, Newell used DocuSign for other processes. Mungo's IT team was working hard to see if there was a way to complete these questionnaires online or if they needed an enterprise system that could handle the documents.

“
Our experience with OnTask has been great. I love that everything is online. It's easy to be able to go back into the dashboard when a process is at a standstill, and figure out what's happening.
”

- Anna Newell,
HR Director at Mungo Homes

Challenges Continued

“When I reviewed the pricing and functionality of DocuSign, it just didn’t make sense for our needs. They wanted to charge us for every document, and when you have 1,500+ questionnaires going out, that means thousands of dollars out of pocket for a digital signature,” reports Newell. “When I found OnTask, I was intrigued. I participated in a demo, and it seemed like the perfect fit. I knew then that we would want to subscribe.”

Results

Since integrating OnTask into their business process, Mungo Homes has eliminated the need for manual labor, opening up the person who was tasked with full-time questionnaire management to complete more valuable tasks for the team.

“As far as getting the template set up and sent out, I think it was a simple process. I liked the template that OnTask had, so we just needed to customize it with our own questions,” says Newell. “We had to make some edits along the way based on laws and regulations, but it was pretty easy for us to figure out how to edit the questionnaires as we went along. OnTask’s technical support helped us out every step of the way.”

When Mungo Homes launched OnTask to its employees, the team saw a noticeable difference in process. “It just goes smoother. I have 150 employees who are sending this questionnaire out and the majority don’t have a single problem.”

Newell is happy with the implementation and customer service that OnTask has provided. “Your team has been responsive; we really haven’t had any issues,” says Newell. “Several people are buying houses amid the global pandemic. Before OnTask, we were just trying to keep our head above water with the questionnaires. Now, we are moving toward focusing on more important tasks and getting buyers into their new homes.”

Mungo Homes has discussed using OnTask in other parts of their business moving forward. OnTask and Mungo Homes look forward to partnering together again to streamline business processes.

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About Mungo Homes

Michael J. Mungo started building homes in the Columbia, South Carolina area in 1954, and, still today, the Mungo family is involved in the day to day operations of the new home building business. Many of our employees live and play in the communities where we build so you’re likely to bump into us at the grocery store, a football game, or the gym, and we take care of you just as well after the close as during the buying process. In late 2018, Mungo Homes proudly became part of the Berkshire Hathaway family of companies; and, still family run, Mungo Homes remains committed to the quality and innovation that has led to our success since 1954.

About OnTask

OnTask is a business process automation tool that makes it easy for users to create digital documents and forms for routing, review, and approval. Whether internal or external, participants can work on documents and forms with ease, while giving the administrator the ability to track the files as they travel through review, and gain acceptance through verified digital signatures.

For more information, visit ontask.io.