Case Study

MORRIS AND SPOTTISWOOD

Dynamic Forms

"Dynamic Forms will enable us to overtake our competitors and we are grateful to igroup for providing us with a great solution. We are now in a position to move the organisation forward."
Malcolm Rogerson, IT Account Manager

"Dynamic Forms converts any paper template to electronic format and allows mobile workers to provide instant feed-back on inspections, surveys or any other field-based activity."

Phone Jane on 0845 838 2184 for more information

Dynamic Forms fitted the criteria through flexibility and reliability

Morris and Spottiswood, a family-owned business established in 1925, are a leading fit-out, housing and maintenance provider across the UK.

They work across the retail, financial, commercial, public and leisure sectors. Morris and Spottiswood operate in conjunction with Housing Associations and Registered Social Landlords (RSLs) across the country, to achieve required housing stand-ards through new builds, refurbishment and maintenance pro-jects.

"Electronic forms are so convenient and when we looked at other providers, we didn't have the same confidence in them as we did in igroup."
Malcolm Rogerson, IT Account Manager

BUSINESS SITUATION

Morris and Spottiswood have one of the largest affordable homes portfolios in the UK, with offices in Edinburgh, Glasgow and Warring-ton. They joined the UK's top ranking suppliers after demonstrating a strong performance, leading them to win the Atkins 2008 award.

Morris and Spottiswood wanted to stand out from the crowd and to achieve this they needed to maintain an excellent service for their customers. They needed a solution to generate a forms quality control system.

THE SOLUTION

If Morris and Spottiswood were to achieve a sustainable competitive advantage, they needed to migrate from paper forms. Their goal was to achieve improved processes whilst saving money. Morris and Spottiswood considered other companies but decided igroup were the best choice and Dynamic Forms was implemented. Having transferred to electronic format, Morris and Spottiswood enjoy tight-er control over the quality of output across their organisation, and jobs and on-site work can be easily verified.

THE BENEFITS

A clear benefit for Morris and Spottiswood is that Dynamic Forms can operate fully without a web connection. Even in a rural location, the data can be entered and saved, and only transmitted back to the centralised point when a connection can be established.

As a result of adopting Dynamic Forms, Morris and Spottiswood have increased ease of working across their whole organisation.

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Business Benefits

- on-site workers no longer have to travel back to the office after completing a form
- Dynamic Forms synchronises in the field, so there are no time delays
- form modifications are easily per-formed, and don't affect the user of the PDA
- Dynamic Forms enables Morris and Spottiswood to generate an effective and rugged quality control system
- workers in the field can work equally well without a wireless connection
- photo capture shows exactly what needs attention and increases the evidential quality of data
- increased flexibility allows Morris and Spottiswood to build stronger relationships with their customers without significant additional expense

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Dynamic Forms

THE NEED

Morris and Spottiswood were experiencing continuous problems with paper forms, in that they were not being completed correctly, or even being missed altogether. In addition, paper forms were not being circulated properly within the organisation and many were misplaced or lost.

Quality control was a major issue for Morris and Spottiswood. It was proving increasingly difficult to account for completed jobs, invoices, purchase orders and process control. The risk of failing to invoice or work done was very real and the situation had to be addressed without delay.

"We chose Dynamic Forms as we can use a variety of different devices with it, ranging from PDAs and rugged devices to tablets and laptops."
Malcolm Rogerson, IT Account Manager

ACTION TAKEN

Several elements of Dynamic Forms combined together to fulfil Morris and Spottiswood's desire to provide a superior service to their clients, thus hugely increasing the chance of retaining them throughout a worldwide recession.

Capturing photographs was a vital requirement, adding to the evidential quality of the product. The capability of Dynamic Forms to include photographs as responses was ideal.

Morris and Spottiswood required up to 17 different forms to be available to their engineers at all times, which when paper based was both costly and unproductive. The introduction of electronic forms on PDAs ensures that any form required by an engineer is instantly available, regardless of connection.

The new working process was quickly adopted and found to be easy to use, easy to change and very flexible.

"We have 17 forms which cannot all be issued at the beginning of each day, wasting precious time and money and preventing us implementing a quality control system."
Malcolm Rogerson, IT Account Manager

THE END RESULT

The photographic responses were an ideal solution for Morris and Spottiswood, ensuring that specific issues identified during an inspection could be clearly demonstrated.

As Morris and Spottiswood have projects spread across the UK, the GPS function can eliminate any risk of confusion regarding property location.

When the two aspects are linked together it becomes possible to reference location and time stamp data for every form, further increasing accountability and supplementing verification.

Dynamic Forms was implemented to elevate Morris and Spottiswood above their competitors and, having migrated from paper forms, the organisation achieved the sustainable competitive advantage they had hoped for.

Morris and Spottiswood have improved ease of working and, through careful planning, Dynamic Forms has minimised error and confusion and increased quality control from the word go.

visit Morris and Spottiswood's website

Customer Overview

Customer: Morris and Spottiswood

No. of employees: >400

Industry: Construction

Turnover: £99.9 million for 2009

Country of origin: UK

Customer profile:

Morris and Spottiswood provide services to clients in the housing industry. They work in the construction trade, providing their core services of fit-out, housing and maintenance services, supported by other added value services, offering their customers more.

Included in Morris and Spottiswood's customer base are residential clients, banking, retail, commercial, education, leisure, healthcare, the justice sector and iconic buildings.

" We wanted Dynamic Forms as it synchronises in the field, eliminating time delays, and because modification can be made to the form without affecting the user out in the field."
Malcolm Rogerson, IT Account Manager

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