

Case Study

FACILITIES SERVICES GROUP (Part of **SPICE plc**)

"Just a few months after implementing Dynamic Forms, the results are compelling, showing an annual saving of around 18%."

Mark Cochrane, IT Account Manager, FSG (Spice)

Dynamic Forms enables FSG to deliver value-added services to their clients, in a reduced timeframe

Wholly owned by Spice plc, Facilities Services Group (FSG) is a market leader in its integrated approach to facilities management services, focused on safe, quality services that add value and deliver cost reductions.

FSG is a nationwide provider of property maintenance and installation services with approximately 200 mobile engineers and 300 office staff servicing retail stores such as Starbucks and Waterstones.

"We needed a solution which would help us improve communications with customers and enable mobile reporting, whilst saving us money."

Mark Cochrane, FSG

BUSINESS SITUATION

In order for FSG to achieve their strategic objectives of saving time and money and increasing efficiency, it was essential they moved away from paper forms. There were significant **time delays** as claim forms had to be processed by FSG before being sent to the insurance company, resulting in **lost revenue**. Also, FSG utilise a 15 page booklet to monitor customers' preventative maintenance, with up to 400 booklets being processed monthly. A number were being misplaced and lost, so FSG needed **tighter control** over the processing.

THE SOLUTION

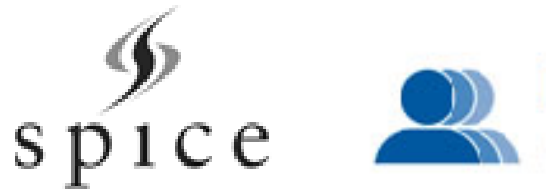
FSG **achieved their goals** through the implementation of Dynamic Forms, a reliable automated process that was easily accessible throughout the organisation, assisting both mobile engineers and office staff. **Dynamic Forms** handles thousands of forms and photographs per day and has increased FSG's productivity and competitive advantage, whilst at the same time augmenting their communications with customers.

THE BENEFITS

With the built-in photo capture feature, FSG can gain access to photographs whilst the engineer is still on site rather than waiting for downloads back at the office. More important still, FSG have **increased employee motivation** through saving time and effort when completing forms and workflows.

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

Phone Jane on 0845 838 2184 for more information



Business Benefits

- FSG has found that fewer errors (both human and computer) have occurred since the deployment of Dynamic Forms
- increased motivation of employees because of the ease of use of the electronic forms, all stored in one location
- igroup's Dynamic Forms has delivered an average time saving of five hours per day for both office and mobile
- forms and photographs are no longer lost in transit
- field workers can access and complete the jobs offline with the data being downloaded to the central server when a connection can be established
- forms are stored in one structure location, increasing efficiency of information transfers, invoicing and purchase orders
- FSG have tighter control over the materials purchased by mobile engineers
- tangible results are seen after only a few months
- igroup's Dynamic Forms provides substantial benefits for FSG, placing them ahead of their competitors

THE NEED

FSG needed a **cost-effective** way to deliver value-added services combined with an automated process that was accessible throughout the organization.

Photo and GPS facilities were also necessary for FSG to make the most of the system and maximize their ROI. Revenue was being lost because of time delays, and errors and omissions were affecting the group's service to its customers.

"Dynamic Forms is far more accurate, eliminating human and computer errors. Results have been immediate".

Mark Cochrane, IT Account Manager

ACTION TAKEN

FSG recognised that they required a flexible solution and **invested in igroup's Dynamic Forms** to support their strategic objectives. They then embarked on an extensive programme to assist engineers in the utilisation of Dynamic Forms, ensuring they were involved in virtually all stages of the transition process.

With the automated process, everything is compiled by Dynamic Forms and converted into a PDF file which is emailed to the customer. This enables instant reporting to the customer and much **faster turnaround** between job completion and invoice production.

FSG use the GPS facility to track the number of hours worked and to record when each job is completed. This has enabled greater accountability and allowed for a better understanding of the time taken to complete different jobs and tasks.

"Our engineers have reacted positively, making the transition period an enjoyable experience."

Mark Cochrane, IT Account Manager

THE END RESULT

FSG wanted to increase efficiency, decrease costs and reduce the use of paper - something they are pleased to have achieved.

The solution handles thousands of forms and photographs per day and has increased FSG's productivity and competitive advantage, whilst at the same time augmenting their communications with customers. The elimination of loss or damage to paper forms has also served to **improve FSG's overall performance.**

All the data is now stored and managed in a reliable, structured, automated system and FSG are planning to increase utilisation of igroup's Dynamic Forms in the future, ensuring they retain their competitive edge.

[View FSG's website here](#)

Customer Overview

Customer: Facilities Services Group (FSG) part of **SPICE plc**

No. of mobile workers: 200

Industry: Facilities management

Country of origin: UK

Mission statement:

"to protect client revenues and brand image through an integrated management delivery service that delivers desired customer experience at optimum cost"

Customer profile:

FSG is the trading entity through which Spice plc, a FTSE 250 support services business, operates its facilities services division. They service retail stores such as Starbucks and Waterstones.

FSG is a market leader in its integrated approach to building maintenance and facilities management services. The group's focus is on safe, quality services which add value and deliver cost reductions.

"We have enjoyed the deployment and are pleased with how successful our adoption of Dynamic Forms has been."

Mark Cochrane, IT Account Manager, FSG