

Case Study

FACILITIES SERVICES GROUP

"Just a few months after implementing Dynamic Forms, the results are compelling, showing an annual saving of around £25,000."
Mark Cochrane, IT Account Manager, FSG

"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."

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

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 sees the coming together of a number of property maintenance and facilities management businesses owned by Spice plc. With goals of a paperless office by April 2010, improved communications with its customers and saving money, FSG recognised that they required a flexible solution and invested in igroup's Dynamic Forms to support their strategic objectives.

"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

FSG, wholly owned by Spice plc, is a nationwide provider of property maintenance and installation services with approximately 200 mobile engineers and 300 office staff servicing retail stores. FSG needed a cost-effective way to deliver value-added services.

In order to achieve their strategic objectives of saving time and money and increasing efficiency, it was essential they moved away from paper forms. FSG's mobile engineers carry out planned scheduled maintenance and insurance inspections, after conducting a thorough risk assessment for each job.

Engineers must photograph the site where they are working, and submit the photographs and data back to the office. Before Dynamic Forms was deployed, they were using mobile

phones and downloading the images once back in the office. Mark Cochrane, IT Account Manager, says: "This was proving time consuming and messy, and relied on the engineers having a suitable phone."

FSG needed an automated process that was accessible throughout the organisation.

Three different forms have to be completed for the claims division. There were significant time delays as forms had to be processed by FSG before being sent to the insurance company, resulting in lost revenue.

FSG utilise a 15 page booklet to monitor customers' preventative maintenance, with up to 400 booklets being processed at the office on a monthly basis. A number were being misplaced and lost, so FSG needed tighter control over the processing.



www.facilities-services-group.co.uk

Customer Overview

Customer: Facilities Services Group (FSG)

No. of mobile workers: 200

Industry: Facilities management

Country of Origin: UK

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.

THE SOLUTION

FSG wanted to increase efficiency, decrease costs and reduce the use of paper. This could be achieved by implementation of a reliable automated process that was easily accessible throughout the organisation, assisting both mobile engineers and office staff.

Prior to the implementation of Dynamic Forms, engineers had to stock numerous forms for completion and return to the office, where they had to be photocopied in order to trigger work processes. 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

Dynamic Forms allows photo capture, an important plus for FSG, who commented, "This is an extremely useful tool and is a great feature." FSG can now gain access to photographs whilst the engineer is still on site rather than waiting for them to be downloaded in the office and matched with the relevant job. With the automated process, everything is compiled by Dynamic Forms and converted into a PDF file which is emailed to the customer.

FSG 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 from paper to electronic forms.

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

Mark Cochrane, IT Account Manager

FSG are now looking forward to the next release of Dynamic Forms where they will be able to use the GPS facility to track the number of hours worked and recording when each job is completed.

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.

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

FSG have increased employee motivation through saving time and effort when completing forms and workflows, demonstrate by the minimal amount of negative feedback. FSG have enjoyed the deployment and note how successful their association with Dynamic Forms has proved.

"We now plan to increase the roll-out of Dynamic Forms across the whole of Spice plc, as a result of its obvious success across FSG."

Mark Cochrane, FSG

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