

CASE STUDY

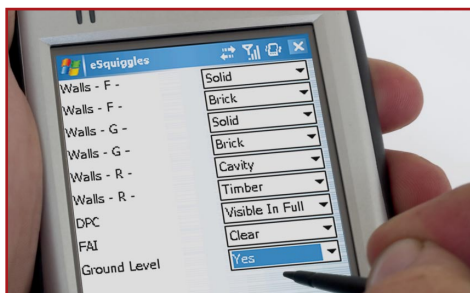
Mobile working boosts productivity for leading Facilities Management provider.

In early 2007, Facilities Management provider F.E.S. embarked on a project to improve its business performance through re-engineering of historical, paper based, processes and introducing new technology facilitated methodologies. The key objectives were to streamline business processes, improve workflow and information management whilst increasing visibility of performance in key business areas.

Unique Supplier - FM and Technology Experts

It was imperative to the client to work with a supplier which had an understanding of its business processes and working practices, and with specialist industry knowledge to apply the technology with maximum results and minimum disruption to the business. F.E.S. engaged the services of IT company Pulsion Technology with its eSquiggles mobile working solution, in conjunction with an Environmental Consultancy partner with their market knowledge.

eSquiggles was the technology selected to drive the project. F.E.S. has a mobile workforce of over 650 and offices across the UK, is delighted with the results of the first phase of the project and the competitive potential identified.



Transforming FM Processes with Mobile Working

The Facilities Management market is thriving and as companies compete to gain market share, they are turning to technology such as mobile working to reduce operating costs and give them an innovative edge over competitors. More importantly, they are passing on benefits to their clients such as more timely and accurate levels of data collection, simple but effective mechanisms for data sharing and greatly improved levels of reporting.

Those clients which sit within the health or public sectors are governed by legislation which demands data accuracy and stringent reporting against KPIs.

eSquiggles is a cost effective enabler of improved data management, data accuracy and efficient management reporting. In conjunction with the client, analysis of existing business processes was carried out, identifying those that were inefficient, ineffective and resource intensive. Planned Preventative Maintenance Jobs (PPM) for their clients were being created on the existing CAFM system - Concept, which then generated paper based 'inspection jobs'. These jobs were allocated to a field service worker who would complete the form by hand during the inspection and return the form to the office for retyping. This in turn had to be retyped back into Concept and often typed again into a formal report. It was clear that the paper/manual approach was very time consuming, causing duplication of effort and inaccuracy of data.

Raymond Booth, eSquiggles Product Manager, comments "The reengineering of the PPM process was vital to the success of the trial. It allowed us to focus on the areas which could be developed and streamlined using mobile technology. We also identified the training requirements of the users and sessions were held to ensure a smooth start to the trial."

Project Benefits

- » Significant reduction in operating costs, paper forms and retyping of information
- » Increased productivity levels
- » Seamless approach to data sharing and allocation of tasks across systems
- » Tighter control of management reporting against KPIs and SLAs
- » Improvements in quality of data

Project Deliverables

- » Implemented on time and to budget
- » Fast achievement of return on investment
- » Integration of eSquiggles mobile working solution with the CAFM system - Concept
- » Complete visibility of job status at all times
- » Adoption of electronic data collection and report generation

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Following the implementation of eSquiggles, the management of the PPM tasks and recording of data on site are now capable of being carried out electronically. From receiving the job onto the PDA, to collecting the data, sending it back, producing a final report and sending the data back to Concept, the whole process is automated.

The link between Concept and eSquiggles is seamless and once the job has been created in Concept it is automatically routed via eSquiggles to the appropriate field service worker. Various data collection methods such as drop down menus and field choosers makes the logging of data quick and easy. Once completed the job is then sent back via the mobile phone network at the click of a button allowing the worker to move onto the next inspection without driving back to base with the paper form. Concept is then updated with all relevant data once the job is complete. The whole process has been transformed and now takes a fraction of the time.

Integrating with Existing Technology

The headline objective of the project brief was to deliver business improvement. Critical to this has been the implementation of eSquiggles to improve the ways in which field workers collected and passed back data relating to FM inspections. However, going beyond the automation of data collection and streamlining the ways in which the collected data was passed on through the process was vital.

Raymond continues, "There is no doubt that collecting data and generating summary reports electronically with eSquiggles saves time and money. However, to use eSquiggles to its full potential, the client wanted the data to be pushed straight back into Concept to facilitate effective data sharing. That resulted in complete elimination of paperwork, a great improvement in data accuracy and reduction on manual effort. The guys now don't need to run back and forward with completed forms and the staff back in the office don't need to waste time retyping data back into Concept. They can now focus less on the administration side and more on the core aspects of their jobs."

The client's management team are extremely happy with the way the project has gone and are currently planning for the next phase of the rollout process across other areas of the company.

Critical to the management of change within any organisation is the early involvement of all affected. The introduction of new technology requires a change in culture and working practices across the business. Careful planning and execution at the front end leads to much shortened timescales for adoption and implementation at the latter stages. The success of this project to date has been derived from such an involvement. The project was designed to include contributions from staff, middle and senior/strategic management and to deliver tangible benefits for all which translates to a real win for the business and its clients.

Future Phases

As the project continues to save F.E.S. time and money, it is keen to complete the planned roll-out and investigate further working practices which could be mobilised. Field workers are key to providing feedback and are working with the project management team to review other areas where eSquiggles could be implemented.

John McGuire, Managing Director, Pulsion Technology comments: "The feedback from management and those field service workers involved in the project has been fantastic. Those using eSquiggles out in the field have commented on how easy it is to use and how it really does save them time. They are enthusiastic about future phases of the project and have been suggesting other operational functions which could be carried out via eSquiggles.

"The field service workers were at ease with the software after only a few trial sessions."

Implementing a functionally rich mobile working solution such as eSquiggles alongside the Environmental Consultants with their domain knowledge and strong business process management skills has proved to be a great success. The project has exceeded the client's expectations and consolidated our position as a partner of choice within the Facilities Management sector."