

eSquiggles Newsletter: Autumn 2008

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Welcome to our first issue...

Welcome to this first edition of the eSquiggles newsletter. Following on from some very successful events, I'm pleased that the past twelve months have been very busy for the team. A number of projects have gone live and the product development team has also been working on a number of significant enhancements to eSquiggles – all of which have made for a very quick, yet exciting year.

The recent "credit crunch" has been a looming threat to almost every business in the UK, with the need to work more efficiently becoming a necessity. The message we are receiving from our clients is that the benefits eSquiggles can offer to their business couldn't be ignored. Through the use of eSquiggles for electronic data collection, automatic generation of reports and tools such as asset management, our clients are seeing a significant reduction in operating costs. The Software as a Service option for purchasing eSquiggles has become even more of a benefit, in times when large upfront investments are not a viable option for many businesses.

I hope you find this newsletter interesting and would extend an invite to our exhibition stand at forthcoming events.

John McGuire
Managing Director



Another Satisfied Customer

Improving Efficiency at Scottish Airports

“ With up to 20 people on any one shift, we simply had to find a better and more cost effective way of tracking staff and jobs. Mobile working software running on PDAs was the obvious solution to us. We implemented eSquiggles earlier this year and have had our expectations exceeded, to say the least. ”

Kevin Muir, Managing Director, THS

Case Study: A Lesson in Cost Cutting at Bristol University



One of Pulsion Technology's newest clients is Bristol University, where eSquiggles is being piloted across their Estates department. Situated in the heart of Bristol, the university is a large institution, housing over 12,000 students and 5,000 staff. With such large volumes of people accessing over 400 different buildings, they are kept extremely busy and constantly looking for more efficient ways of working. A key role of staff is to manage and maintain university buildings and assets, however until recently a large proportion of time seemed to be spent completing paperwork and typing reports.

There was a need to introduce a solution which would allow staff to perform inspections and collect relevant data electronically, reducing the volume of paperwork being completed and removing the need for staff to retype data back into their Facilities Management (FM) IT systems.

Following a competitive bid, eSquiggles was selected as their preferred electronic data collection tool which would be used whilst carrying out regular jobs such as water tank inspections, legionella risk assessments and asset management.

eSquiggles integrates seamlessly into their back office systems, meaning that data collected onsite is instantly populated back into these systems. That means no retyping, no lost paperwork, improved visibility of data for management reporting – and huge cost savings.

“We were impressed with the flexibility of eSquiggles. It can cater for the full range of inspections and surveys performed on a daily basis and is extremely easy to use. We are confident that the reduction in the volume of paperwork and the anticipated cost savings will pave the way to a full rollout across 300 staff.”

Kevin Thomas
Estates IT Manager, Bristol University

New Contracts

Over the last 18 months the user base for eSquiggles has grown across a number of industries, the key ones being facilities management, surveying and airport support services. The range of industries reflects its adaptability to any service based organisation. However a number of clients sit within the facilities management (FM) sector which continues to be a key area of growth.



Using eSquiggles to improve the data collection process during various FM based inspections, reducing administrative overheads and improving visibility of management reporting data.



A cash and property focused security company which will implement eSquiggles across its field engineer base.



The team has been working with Filing Plus over the past six months to introduce a file auditing system, based on eSquiggles, which will dramatically increase productivity and value to clients.



Providers of support services at Glasgow and Edinburgh airports and using eSquiggles to more effectively manage staff, share information and track progress of jobs as they progress throughout the airport terminals.

The majority of the current client base is using the core features of eSquiggles - electronic data collection, report generation and job scheduling. As more clients come on board, additional features such as Asset Tracking and Global Positioning System (GPS) are being more readily adopted. In some cases, the eSquiggles solution is viewed as so functionally rich that it is being proposed as a replacement for existing disparate IT systems!

Product Update: Mobile Asset Tracking

The latest release of eSquiggles now includes the enhanced Asset Tracking functionality. The system allows the creation of an asset register with the ability to capture data and interrogate asset information in the field using the mobile device. Through the use of bar-coding, assets are assigned a Unique Asset Number which enable assets to be identified more easily by field service workers. Assets can be tracked, asset registers maintained and jobs can be associated with an asset, meaning service or inspection history on a particular asset is much easier to review.

Field staff can view full job history of an asset and create new jobs based on an asset. This can be useful for a range of applications in inspection, repair and exception reporting. Integration between the Asset Tracking and Job Scheduling modules enables efficiency improvements of Pre-Planned Maintenance activities.

The data captured via Asset Tracking and the Asset Register allows much richer and more detailed Management Reporting outputs. Logbooks and detailed reports can be produced instantaneously, which provide great benefits to organisations required to report against Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).



Events Roundup

Pulsion Technology Hosts BIFM Scottish Branch

Pulsion Technology's new office in Glasgow was the venue for September's British Institute of Facilities Management (BIFM) branch meeting. Attended by delegates from a broad spectrum of FM service areas, Pulsion Technology was engaged to provide a presentation on 'Mobile Working and its Benefits within the FM sector.'

The evening was very successful and the general feedback from the audience was that electronic data collection and mobile working technology is a key enabler of improving service delivery, meeting legislative requirements and saving time and money within the FM field.



The Royal Institution of Chartered Surveyors (RICS) Scottish Briefing

Pulsion Technology will once again be associated with this key industry event being held in conjunction with Building Surveying Faculty Board and aimed at professionals working within the Built Environment sector. The event itself is being held at the Royal College of Surgeons in Edinburgh.

The eSquiggles team will be discussing the benefits of electronic data collection and mobile working and the cost savings it can bring to Surveying firms. To find out more please email lorraine.brown@pulsion.co.uk.

Total Workplace Management

eSquiggles will once again be showcased during the Total Workplace Management conference being held in London mid October. Previous FM exhibitions have proved highly successful for Pulsion Technology and the eSquiggles product and we anticipate high levels of interest as companies continue to find ways of reducing operating costs and sustaining a competitive edge.

Contact Details

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