

## Helping Hands conquer paperwork, gain immediate workflow visibility and reclaim time from admin to focus on service.



Helping Hands are a leading social enterprise based in Salford, providing household maintenance and disabled access installations free to low income households and disabled people.

### The admin overload

Historically, Helping Hands' resources have naturally been focused on providing a quality service to those in need, rather than implementing sophisticated IT systems. As they grew they found their paper based system to be an increasing admin burden.

They created a job sheet in MS Office to be filled in by hand in the field and then typed back into the document. This was multiplied by 500 sheets per week, which then had to be manually entered into their management report for the local authority.

All this re-entry of data created opportunities for mistakes to creep in and provided no live view of today's progress to inform scheduling decisions for subsequent days.

### Seeking a solution

The issues Helping Hands needed to solve were clear but going through the procurement process, they found systems that were affordable but were too basic to meet their needs, or which met their needs but with prohibitive up-front costs.



As Joan Fielder, CEO of helping hands puts it “Despite the obvious benefits of these systems, an up-front cost of 25K and up put it beyond our reach”.

This is where Field Force Solutions’ Pro Pal system steps in, with all the sophisticated features Helping Hands require but no up-front costs. Efficiency savings were covering the subscription cost of the system many times over, from day one, with no initial investment to recoup.

On implementing Pro Pal; Joan says “it was an easy decision to make. The trial was low cost and very well supported; we paid nothing up-front and made no commitment to a minimum term. The software did everything we needed and the PDA and data are included so that side of things needed no additional effort from us.”

“Helping Hands has moved from paper overload to a paperless system, this has been achieved with a minimum of fuss and well-supported by the team at Field Force.” – Joan Fielder, CEO, Helping Hands

## Reaping the benefits

The Pro Pal system provides Helping Hands with a live view of where their mobile workers are, both geographically and in their job progress. This enables a faster response to clients and significantly simplifies schedule planning.

“Pro Pal is easy to use, saves time and effort, I would highly recommend.” – Joan Fielder, CEO, Helping Hands



Mobile Workers no longer need to drop paperwork back to the office. Data is only entered once, without re-typing. Pro Pal even auto-generates the management report that was previously a major admin burden.

Joan is pleased with the result; “We’re less rushed, more relaxed, we can spend more time on phone with each client and build a better relationship. We’ve found more time to provide training and work on our strategy. We even find that we’re getting to go home on time!”

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