

T & H gain a live view of job status, reduce admin and improve customer communication with Pro Pal.



Cleaning specialists T & H Contract Services have been established for 40 years, expanding their customer base by providing excellent service and extending their services portfolio through acquisition.

With a broad range of services for a varied client base for whom processes are highly tailored; T & H were facing an issue common to many service businesses; despite diligent record keeping they were held back by the limitations of paper based systems.

A few specific challenges they faced included:

- Producing, completing and passing on job sheets was laborious and error prone.
- Up to 100 pictures per job had to be manually copied into customer reports.
- Mislaid, incomplete or late returned job sheets were a time waster at best and could result in work not being invoiced at worst.
- Admin were unaware of job status until paperwork was returned, sometimes days later.
- Paper based records were a time consuming means of demonstrating compliance to ISO 9001 and managing processes for continual improvement.



Managing Director Mike Aldridge explains T & H's solution: "We'd been keeping an eye on products like Pro Pal for years. We initially thought they might be a bit OTT for us but as our reporting requirements grew we saw that it was much more work not having the system. Also some of the larger contracts were starting to require electronic data capture and reporting."

Within just 2 weeks of trial Pro Pal was proving its worth. T & H decided upon a gradual rollout, starting with the Deep Clean Team who generate the most pictures, then moving onto the Window Cleaning Team who generate the most job sheets.

"The service is superb"

— Mike Aldridge, MD , T & H.





Mike says “The quality of the data coming back is so much better and nothing is lost. Missed jobs have to be failed on the system so we know about it in the office immediately, not when the chit comes back a day or two later.” The ease of data capture and reporting has also had a substantial effect on client disputes; “they are literally down to zero.”

Pro Pal has given Mike a more complete view of the business.

“Knowing where staff are, what stage of the job they are on, seeing the pictures and client feedback... it makes you feel like you’re there. The mapping is bonus; I can easily see where everyone is without logging onto the trackers. The management dashboards alert me to problems so I can fix them as they develop”

Pro Pal automates T & H’s processes, ensures they are followed and stores the proof. “That definitely helps with proving our ISO 9001 compliance” says Mike, “...it also feeds into our continual improvement processes”

Operatives in the field have been getting on well with Pro Pal. “They’ve been really positive about it, it’s made their jobs easier and it proves the quality of their work.”

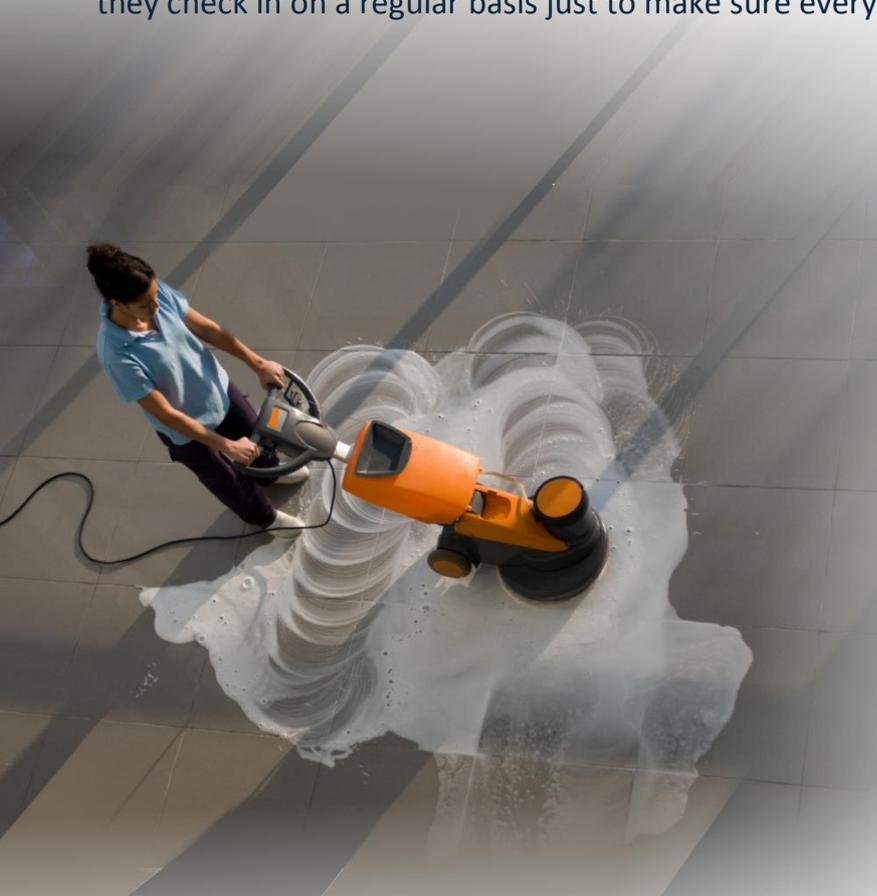
“A brilliant time saver”
— Josh Wood, Ops Manager , T & H.

Operations Manager Josh Wood is relieved that his department is no longer manually collating all those photos. “It’s easily knocked a third off our workload, some days more than half. The route uploader is also a brilliant time saver because some of our operatives do 30 jobs a day.”

How has he found working with Field Force Solutions? “Very good, you really can’t fault the customer support.” Mike echoes this praise. “You want to be supported and the service is superb, it’s a massive plus and what really sold Pro Pal to us. The people are great and I’m impressed that they check in on a regular basis just to make sure everything is OK.”

Where does Mike intend to go with Pro Pal in future? “We’re continuing our roll out to all departments. We’re also in the process of integrating it with our accounts package so customers can be invoiced immediately and automatically.

Pro Pal has given us the ability to provide data to customers via an online portal. That adds value to a higher level of service that we can now introduce.”



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