

DRS Facilities Management find a more complete solution in Pro Pal



DRS Facilities Management offers a tailor-made service to its clients across England and Wales, providing Electrical, Mechanical, Air Conditioning, Fire Security and Fabric Maintenance services.

Delivering such a varied scope of FM services has long necessitated DRS's use of field force automation. The system they had in place for many years had been a benefit but it was becoming clear that the business needed more.



Managing Director, Dave Kieft explains their needs; “We needed something that felt better integrated, with a cleaner connection between Ops and Accounts, a better diary and more ability to share information with clients.”

“We also wanted it to be a more complete solution, with the supplier taking total responsibility and no room to blame 3rd party components for any issues.”

“I asked all our directors to go out and look for systems; we brought a few of the best in to demo to our Ops Director. Pro Pal solved all the issues we were having and the nearest competitor wanted quite a large capital outlay.”

“Pro Pal not needing a large upfront investment made a difference financially” says Dave “but also Field Force being prepared to invest in the hardware as part of the deal identified to us that they have a commitment to interoperability.”

“Pro Pal is by far the best”
– Dave Kieft, MD, DRS FM.

Pro Pal had all the features required and was the only solution that combined (and took responsibility) for the software, mobile devices and servers, solving a key concern for DRS. Dave concluded “Pro Pal is by far the best” and DRS made the decision to deploy. “It was well supported, uploading all our tests into the system took some time but that’s very nearly complete now.”

One of most immediate improvements was felt in visibility of job status, as Dave explains “When there’s an emergency, we see where all the engineers are and their progress; we can easily get the nearest engineer out. Previously we’d have to ring round based on a guess, not knowing if they’d finished their current job.”

Has Pro Pal delivered the intended improvements in customer communication? “Our customers were asking for more accountability.” says Dave “We bill some customers quarter hourly, the handheld allows the capture of arrival, activity and travelling times. It means there is less opportunity to query as it’s all captured and they sign off so there’s no arguing. Our previous system didn’t join all that up. Customers would come back and someone in the office would have to send separate copies of timesheets etc. to verify; now it’s captured during the process.”



How did DRS’s Field Engineers take to Pro Pal? “We’ve been working on handhelds for a long time. Pro Pal has made it easier for them; everyone knows where they are and can prove their times. “

Management can also see a clear improvement, as Dave relates “It’s a lot better. There’s better interactivity with the accounts package so the accountants like it. Management can review job costings that are live and accurate straight away. It’s all captured so we can invoice out the door, we haven’t got to wait for timesheets etc.”

“We can review more in the system, which is much better for everybody. We can look at different parts of the business and see how each part is doing, job by job, division by division. It’s clear and simple; that’s what everybody likes, it’s not over complicated.”



FIELD FORCE
FFSL SOLUTIONS

Tel: +44 (0) 1929 557987

Website: www.ff-sol.com