

# PAYNES

Paynes' large team provides plumbing, heating, electrical and renewables services in the south east.

## Service and systems driving growth

Paynes' excellent service has driven their growth to a team of over 40 plumbers and engineers. They've long known that excellent service needs to be backed up by capable systems. They've been getting the benefits of mobile data since 2005 via an in-house developed system for PDAs but it was in need of an update to meet their current requirements.



## Looking for more

The existing system had cut paperwork and improved efficiency but Paynes knew more was possible. As Ben Critchley, the Implementation Project Manager explains. *"We were still often using paper because the old system's output wasn't very flexible. A colleague would constantly have a foot high pile of CP12 Gas Safe Certificates on her desk to manually check and send off."*

*"The PDAs we used were end-of-life, we were buying second hand replacements on eBay. Re-developing our system or starting again from scratch would be too costly so we started exploring the market in 2015. A large new contract starting in 2018 was the real push to get a replacement in place."*

## The implementation

**"It's made life a lot easier."** — Ben Critchley, Implementation Manager

*"We implemented Pro Pal for the service guys first. Initially we just used the same functionality as our old system. When we felt comfortable, we moved our installers onto it too and started adding functionality. Our time available to train is limited so we brought in the extra functionality such as cost centres and photos gradually."*

*"At the moment we are implementing ordering and quotes through Pro Pal so there's still a lot of benefit to be realised."*



## The experience

*“There is a lot we wouldn’t be able to do without it” says Ben “and there’s still a lot to implement but it was an improvement right from the beginning. We could get pictures over much easier. We didn’t have to send run sheets of the jobs because they were just there in the system ready for our engineers; it’s made life a lot easier.”*

*“We’re not manually filling timesheets because the system logs that automatically. We used to email that out and have to manually reconcile. Our staff working our new large contract are based far from head office and rarely come down; Pro Pal has made it possible for them to work remotely. We’re currently archiving the last of the physical batch of CP12s that were taking up desk space”*

**“Pro Pal has saved us plenty of time on paperwork”** – Ben Critchley, Implementation Manager

## More information, more easily managed

*“Pro Pal has saved us plenty of time on paperwork” explains Ben. “The only places where it’s slower is where we’ve chosen to collect much more information. Having that information with easy access is a big benefit. We don’t have to switch between systems and carry things over manually. “*

*“You can go straight from seeing what jobs are on for a customer to what invoices have been raised. Everyone has access to that, for example now we just click a button to put a customer on stop. Before someone would go round on foot telling everyone individually, now the system communicates these things for us. It’s less prone to error and miscommunication.”*

*“The level of info is higher but so is the availability. We can run reports on things like how many services we did in a month, we could pull that information together before but it would have been time consuming and perhaps not 100%. With Pro Pal it’s guaranteed to all be there and it’s a very easy thing to do. Overall it’s made things a lot smoother.”*

**“It’s made things a lot smoother”**  
– Ben Critchley, Implementation Manager

## The result

With many clear improvements delivered and more to come, how does Ben feel about the ongoing service from Field Force? *“We’re very, very happy with the support, Field Force are extremely helpful” says Ben.*

