



*“Just a few months after implementing Dynamic Forms the results are compelling. Not only are we saving money and improving communications’ with our customers, we’re also saving five hours a day in the field and in the office.”*

Mark Cochrane, IT Account Manager, FSG

## FSG continue to deliver value added services to their customers and save five hours a day on processing job’s

### Fast Facts

- **Customer:** Facilities Services Group
- **Web site:** <http://www.facilities-services-group.co.uk/>
- **Number of employees:** 450
- **Country of Origin:** United Kingdom
- **Industry:** Facilities Management
- **Customer Profile:** Facilities Services Group Limited is the trading entity through which Spice plc, a FTSE 250 support services business, operates its Facilities Services division to the retail sector and domestic insurance claims industry.

Facilities Services Groups (FSG) is a market leader in its integrated approach to facilities management services, focused on safe, quality services that add value and deliver cost reductions. FSG sees the coming together of a number of property maintenance and facilities management businesses owned by Spice Plc.

With a goal to have a paperless office by April 2010, improve communication with customers and save money, FSG recognised they required a flexible solution to achieve these goal’s. FSG invested in igrup’s Dynamic Forms in support of the company’s strategic objectives.

### Business Situation

FSG, wholly owned by Spice Plc is a nationwide provider of property maintenance to several well known retail giants such as Starbucks, Debenhams, Gondola Group and Travelodge. FSG also provides services to a large proportion of Aviva’s domestic household insurance claims. Prior to Dynamic Forms thousand’s of paper forms were being sent between FSG’s 200 mobile engineers and 250 office based staff. These forms include surveys, risk assessments, worksheets and other types of post work reports. FSG needed to reduce paper based forms and reduce the hours spent by both office based staff and engineers in handling and processing the paper forms. By doing this they also required a significant saving in printing costs for all the forms used. Further, FSG needed key job and cost data to be captured more quickly than before facilitating additional timely reporting to both FSG and its clients. In the first phase of work, FSG looked to tackle three initial areas:

Firstly, it is mandatory for all engineers performing the domestic household repairs to photograph the site which they are working on and submit the photographs and data back to the office team. Before the roll out of Dynamic Forms engineers were taking photographs on their mobile phone and then emailing the photos back to the office from their home PCs. Mark Cochrane, IT Account Manager, FSG, says : *“this was proving timely, messy for both engineers and the office”*. It was important for FSG to have a process that was automated and accessed throughout the whole organisation.

completion of a job, including emergency work sheets and trace and access forms, which are then sent to the client. Paper forms were filled in by the engineer posted back to the office, where they were photocopied, scanned, filed, checked and ultimately emailed to clients.

Moving these paper forms onto electronic version has enabled some of these steps to be avoided and so saved time for office staff and engineers. Cochrane says : *“We needed a solution that would help us improve communications with customers and enable enhanced reporting whilst saving money.”*

Thirdly, FSG utilise a fifteen page *“Integrated Service Visit”* booklet. This booklet is used as a checklist for the engineers whilst performing a routine scheduled preventative maintenance visit to one of hundreds of retail client stores. Over four hundred of these booklets are completed each month at the end of each job and sent back to the office. They are then checked, copied, filed and copies are posted/ faxed to the client. Many hours are spent handling this process and inevitable issues can arise from the handling of these intensive paper processes such as misplaced booklets. FSG have recently recreated these paper forms on Dynamic Forms and are rolling out the solution to the remaining planned maintenance engineers.

**The Solution**

FSG needed a solution that could increase efficiency, decrease costs and reduce the use of paper assist their mobile engineers and office staff. Prior to Dynamic Forms, engineers were armed with various types of forms, which must be completed, posted back and photocopied in the office to trigger work processes, which was causing revenue to be lost through time delays. Moreover, if FSG continued to use paper forms, they would not achieve their paperless goal by April 2010.

As Dynamic Forms allows photo capture, Cochrane explains how: *"This is an extremely useful tool and it is a great feature."* FSG can now access photographs, when the engineer is on site and download them, rather than waiting for them to come back into the office and download it to match the photo with the relevant job. Now the photos are captured on dynamic forms by the engineer and are automatically uploaded to FSG's job system with minimal effort needed by the engineer and office.

Now this process is automated, with paper handling is being reduced, and more and more data is being captured through Dynamic Forms and converted into PDF files and emailed to clients..

FSG embarked on an extensive training and implementation programme across the UK to assist engineers utilisation and take up of Dynamic Forms. Engineers were involved in virtually all stages of the transition process from paper to electronic forms. *"Our engineers on the whole reacted positively to the workshop and training and have since been adopting the new Dynamic Forms approach,"* Cochrane informed igroup.

FSG are now looking forward to the next phases of work which will include the replacement of paper worksheets and risk assessment by a Dynamic Forms based solution. Further they are hoping to allow purchase authorisations to be done via electronic forms. *"Capturing engineers time and costs directly from the PDAs is going to be massive for us and our clients. Further, a well designed electronic risk*

*assessment form will help us push very important health and safety initiatives..."*, Cochrane Said.

FSG are looking forward to future releases of Dynamic Forms, for example the next release will allow the capture of engineer location on form completion via GPS stamps on the forms. Further a planned job dispatch module will enable FSG to phase out its legacy PDA bespoke job dispatch system and have one electronic form and job dispatch module.

The solution handles thousands of forms and photographs per day and has increased FSG's productivity and competitive advantage plus strengthened their communications with customers'. Cochrane says: *"Dynamic Forms is far more accurate, eliminating human and computer errors. Results have been immediate"*.

More and more of FSG's engineers submitted post job data is now being communicated electronically and automatically being integrated into the job systems. Over the next few months, FSG are planning to increase utilisation of igroup's Dynamic Forms.

**"By implementing Dynamic Forms, will can reach our target of a paperless office by April 2010."**

Mark Cochrane, IT Account Manager, FSG

**Business Benefits**

FSG have increased employee motivation through cutting time taken in form filling and the completion of workflows. With little negative feedback .FSG have enjoyed the roll out and note how successful their investment into Dynamic Forms has been, as Cochrane says: "There are plans to extend the roll out of Dynamic Forms to other divisions of Spice Plc, due to its success at FSG.

- FSG has found that less human and computer errors have occurred since the utilisation of Dynamic Forms
- By transferring all paper forms and documents into electronic format, FSG will be able to meet their strategic goal of having a paperless office by April 2010.
- Employees' motivation has increased, due to the surprising ease of the use of Dynamic Forms and the resultant saving of time in the field.

•Engineers have to carry less paperwork around with allowing FSG to provider an integrated service for their customers.

•A combined saving across office and mobile staff of five hours a day due to igroup's Dynamic Forms solution, This will increase significantly as more is done.

•FSG are embracing the release of the GPS function and Dynamic Scheduler, as this will further increase engineers efficiency and time management in the field, and match jobs with locations through photo capture.

•Forms and photo's no longer become lost in transit from the field into the office .

•Field workers can access the forms and complete their jobs off-line regardless of a wireless connection.

•All forms are stored in one structure location, increasing efficiency of information management. Ease of integration with current job systems.

• Results can be noted after just a few months,

•FSG have tighter control of materials mobile engineers have bought , for example plumbing materials to complete certain jobs.

•Solution will allow FSG to work more smartly and efficiently and to communicate more effectively with clients, keeping them at pace with competitors.