



An improved daily work sheet process provides efficiency gains for H&A's maintenance operation

FACTS

Customer: H&A Mechanical Services Ltd.

Challenge: Improve the efficiency and timeliness of the Daily Work Sheet process.

Solution: Digital pens, digital paper Daily Work Sheet forms and mobile phones were used to deliver the solution. The data collected by the digital pens is routed via a mobile phone to inphoActive's back office server from processing by H&A.

Benefits: The key benefits for the company have been the speed that forms can be completed and relayed back to head office. This, coupled with a detailed audit trail, provides proof of service delivery and ultimately delivers a better service to the customer.

Digital pen technology provides us with the ability to manage our daily work sheet process more efficiently, and has played a critical part in driving our business ethos of "getting it right first time".

Barry Rogers
Contracts Manager H&A Mechanical Services Ltd.

Background

Established in 1993 by Hugh & Anne McWilliams, H&A Mechanical Services Ltd has gone from strength to strength, firmly establishing itself as Northern Ireland's leading provider of heating installations. The company has successfully completed in excess of 20,000 heating installations for customers in Northern Ireland. They have worked on a diversity of projects from individual homes, public and private sector residential developments, and commercial/ industrial projects. In 1999, H&A became the first ever winners of the highly prestigious Phoenix Natural Gas "Installer of the Year" award.

H&A believed that it could increase the efficiency of their business by employing new and innovative mobile technology. Their key objectives were to:-

- Increase the timeliness of information
- Provide proof of service delivery
- Reduce the number of lost Job Sheets and Job Sheets not returned
- Reduce the work in progress
- Increase contract profitability

Solution

inphoActive provided the mobile data solution via their hosted service platform. H&A operatives were given a digital pen, specially designed digital forms and a mobile phone. They now record the details of the job on the form using the digital pen. Then, via Bluetooth, the information and an image of the form are sent to inphoActive's hosted service from where it is routed to H&A's head office.

Business Benefits

The results have been impressive. The problem of lost jobs sheets has been eliminated. The number of job sheets not returned has also been greatly reduced.

Because the information is delivered electronically, there is no need to photocopy. It can be emailed to whoever needs it. For the same reason a form can be completed and one minute later be in head office for processing.

Collecting an exact image of the form, including signatures, has also reduced the number of disputes. The form image can be emailed to the client as proof of delivery. A more efficient process has also improved credit control, reduced WIP and increased contract profitability.



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