

Case Study.

Building for success:

How Service Geeni integration won Arden Construction key contracts.



Sector:	Construction
Function:	Maintenance & Repairs
Modules used:	Mobile Engineer Locator; Mobile Software; Job Management; Invoicing; Stock Management; Jitterbit Integration

Arden Construction specialises in refurbishing and maintaining public sector buildings, within their local region. The company has a busy team of engineers in the field who need jobs allocating and then need to feedback accurate information to head office.

.....

Key figures.

10

Total users

11,343

Total Number of
Jobs Raised

278

Jobs Completed
Per Month

92%

Site Attendance on
Time

Challenge.

Before Service Geeni, Arden Construction were using a paper-based system to manage and allocate jobs to engineers for their range of customers. While this was manageable for their smaller clients, Arden Construction knew it was not the most efficient way to handle their larger, more complex, customer relationships.

In 2019, Arden Construction found themselves prompted to begin looking for a Field Service Management Tool after one of their larger clients specifically requested they use one.

.....



Problem.

The client was Warwickshire County Council. Arden Construction's contract with Warwickshire County Council was up for renewal, and they had gone to tender. In that tender they specified that they needed a supplier whose job management tool would integrate into their own systems with real time data.

Arden Construction needed a tool which would provide the following:

- Integrate with client software
- Manage maintenance and repair jobs as they arose
- Allocate jobs to engineers in the field
- Allow engineers to capture data and a signature from clients onsite
- Record activity time spent on location
- Automatically generate accurate invoices for their customers

A contract with one of their biggest customers was on the line, so Arden Construction wasted no time contacting Service Geeni.

Solution.

Service Geeni's ability to integrate with other software tools made it a perfect fit for Arden Construction. After some calls to Warwickshire County Council's IT department, the integration was set up, opening a new world of efficiency, accuracy, and improved communication between Arden Construction and their client.

.....



Service Geeni now allowed Arden Construction to...

- React quickly to jobs raised by the client through the Service Geeni integration.
 - Quickly and easily identify the best engineer for the job.
 - Distribute jobs to engineers' mobile devices.
 - Record more job data including annotated photos.
 - Collect client signatures on site when job is completed.
 - Generate automated invoices.
 - Collect customer satisfaction scores.
 - Manage SLAs (Service Level Agreements).
-

On the customer side, Service Geeni allowed Warwickshire County Council to...

- Raise orders on their system which automatically sends them to Service Geeni.
- Receive regular updates in their own system about job status and work done.
- Have accurate records of jobs completed.
- Receive automated invoices via EDI (Electronic Data Invoicing).
- Feedback on each job completed.
- Visibility of real-time jobs happening across the whole council.

.....

“

We are heavily KPI'd with our client, so Service Geeni helps us to monitor our performance and know immediately whether we are on track or not. For example, attending site by a given time. This is easy to track through Service Geeni because the engineers can log on as soon as they arrive on location. We didn't have that sort of visibility before.

James, Estimator
Arden Construction

”

Results.

As a result of Service Geeni, Arden Construction now have much better visibility of their engineers and operations. Much of the timeconsuming paper-based methods they were using previously have been replaced by the software, and so it has saved a lot of manual labour and bypasses human error.

Excellent communication... which means a happy customer

Arden Construction's engineers can now feed a lot more information back to the system which is sent to the customer via Service Geeni which is linked directly to the client's own system. Giving the client more information, and the engineers.

.....

Results.

Thanks to the direct integration with the Warwickshire County Council systems, the team in the office are notified when jobs are raised, in real-time, with all the necessary details. Before Service Geeni, the client had to call into the office to request an engineer. Now the customer can report service and maintenance jobs straight into their system, which is then passed into Service Geeni. The process is much easier for the client and Arden, and more efficient and accurate.

Better visibility of jobs... which means happy staff

Office staff now have improved visibility of all live jobs in the system, thanks to Service Geeni. This means they are able to manage and allocate jobs to the relevant engineer much more efficiently, reducing stress for the team.

.....

“

We can feed a lot of information back into the client's system which we never did before. For example, the photos the engineers take. Previously, any photos tended to just sit on engineer's phones. Now, we actually use them.

Jo, Small Works Co-ordinator
Arden Construction

”

Improved KPI monitoring... which means improved operations and happy customer

As well as happier office staff, this means the team can improve the efficiency of their operations and therefore deliver a better service to the customer, improving First Time Fix rates.

Increased visibility of operations, as a whole, is allowing Arden Construction to monitor Key Performance Indicators as they never could before.

.....

Faster billing and payment... better cashflow and no missed payments

This information is not only useful for the client, but it helps the operations team and senior management at Arden Construction to identify areas which could be improved, as well as areas of operations which are running efficiently.

Service Geeni allows invoicing to happen automatically via the integration, which speeds up invoicing and payment, which ultimately improves cashflow in the business.

As well as saving time for the customer and the office staff, the speed of payment minimises any potential cashflow issues, and avoids the risks associated with manual invoicing such as lost invoices, rekeying, and human error.

.....

“

It's so much easier to see what jobs are still live, we used to have to trawl through all the different accounts. Now we just look at Service Geeni and all the information we need is right there. It's very useful to have that visibility. Makes our lives easier in the office.

Jo, Small Works Co-ordinator
Arden Construction

”

Conclusion.

The team at Arden Construction said they chose Service Geeni because of the depth and breadth of the functionality, and also because the team were very helpful it covered everything they needed. Since then, Service Geeni has helped Arden Construction retain one of their biggest clients, improve their efficiency, improve operations for both engineers and office staff, and ensure they got paid.

.....



“

Service Geeni speeds everything up. Our engineers just type in the notes, and the billing is all done through Service Geeni. We get paid quicker too – they pay us automatically now through the system – there is no need for human intervention.

Jo, Small Works Co-ordinator
Arden Construction

”

Contact.

Service Geeni

Cavan House
Ellesmere Street
Leigh
Greater Manchester
WN7 4LQ



0330 088 0802



info@servicegeeni.com



www.servicegeeni.com