

CUSTOMER SUCCESS STORY · LIFT INSTALLATION & MAINTENANCE

Cibes Lift UK: from WhatsApp groups to an 80% increase in services completed

How a growing lift installation and maintenance business replaced scattered emails, WhatsApp groups and manual folders with one connected system, driving an 80% increase in services completed with the same engineering team.

- 80% more services completed

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We've now got one central location that any service, any repair or any technical visit goes through. All the reports, the documentation, the history, we've never had that before.

SCOTT DUNCAN

Head of Operations, Cibes Lift UK

The Challenge

- Job information was spread across emails, WhatsApp groups and manual folders.
- No single record of a lift's full journey from installation through to service.
- Scheduling was reactive, with limited visibility of engineer availability.
- Growing service volume without growing headcount was becoming difficult.

Why Service Geeni

- Brought every job type into one connected, searchable system.
- Gave the team proactive scheduling and full contract visibility.
- Built in the audit trail needed for ISO compliance.
- Put job information directly into engineers' hands in the field.

Why Now

- A fixed team of 12 engineers needed to get more from the same resource.
- Manual, reactive processes were becoming a ceiling on growth.
- The chance to prove the value of service contracts with real delivery data.

HOW SERVICE GEENI SOLVED IT

Asset-centric service management, in one place

Since going live in February 2025, Cibes Lift UK have used Service Geeni to bring every job, engineer and lift record into a single connected system.



One central location for every job

Every service, repair and technical visit now flows through a single system, with reports, documentation and full job history searchable in one place, not scattered across inboxes and shared drives.

12 engineers and office staff working from one system



Proactive scheduling, real visibility

The team can see what's due, where and with which engineer, planning proactively instead of reacting to what comes in. That visibility is directly linked to the growth in services completed.

"We understand the schedule, and we're able to control it rather than relying on a spreadsheet. That gives us the confidence to sell service as an opportunity, and show customers where we're delivering."

SCOTT DUNCAN, CIBES LIFT UK



ISO compliance, built in

Every job is recorded automatically, giving the team the complete audit trail they need for ISO compliance and quality control, without the manual admin that used to come with it.

AUDIT TRAIL GENERATED AUTOMATICALLY, NOT MANUALLY



Engineers going mobile

Field engineers now work through the Service Geeni mobile app, updating job status and documentation in real time and cutting the back-and-forth between office and field.

NEXT PHASE: SUBCONTRACTOR PORTAL ROLLOUT



Growth without growing the team

None of this came from adding headcount. The same 12 engineers are completing 80% more services than before, because the system now tells them exactly what's due, where and with whom, instead of leaving it to memory and spreadsheets.

THE RESULT

More services completed, without growing the team

Since going live with Service Geeni in February 2025, Cibes Lift UK have delivered a sustained increase in services completed, without growing their engineering headcount.

40%

More services completed in year one

30%

Further increase, year two year to date

80%

More services vs the same period in 2024

- One central system replacing a fragmented mix of emails, WhatsApp and manual folders.
- Full job history and documentation for every lift, stored and searchable.
- Proactive scheduling replacing reactive job management.
- ISO compliance supported by a complete, system-generated audit trail.
- Greater confidence to sell service contracts, backed by visible delivery performance.
- Engineers operating digitally in the field through the mobile app.

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A 40% increase last year on the number of services we did. And so far this year, another 30% increase on top of that. It's about being able to be better, manage it better, see what is due and control it.

SCOTT DUNCAN

Head of Operations, Cibes Lift UK

80%

More services vs 2024

40%

Growth in year one

12

Engineers, no extra hires

"We believe Service Geeni is definitely the right platform for us. It's paying for itself, it's creating business, and we know we can do more."

SCOTT DUNCAN

Head of Operations, Cibes Lift UK