

case study

mpro
simply smart

Servest Group

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Servest cleaning up with mpro

In 2008 Servest Group Limited, a major provider of multi-services that specialises in cleaning, waste management, interior and exterior landscaping, pest control, washroom services, maintenance and security, sought a replacement for its paper-based systems. The company wanted to increase its auditing information and accurately monitor performance against service level agreements.

Servest, which incorporates Ecoclean and Sherwood, employs 5,000 people in the UK and turns over £50m per annum. Its clients include Tesco, Debenhams and the Science Museum. By choosing mpro from Crimson Tide, Servest soon discovered the mpro solution delivered way beyond the quality auditing it desired, with enhanced job scheduling and reporting. The mpro solution has now been implemented across all divisions and at the company's South African HQ.

The Challenge

Before mpro, Servest UK's Retail and Commercial divisions did not have a system which ensured they were delivering high quality services to their clients. They certainly took service standards seriously, recruited the right people, invested in the right equipment and completed training at all levels. However, the paper-based systems the company used to monitor delivery against agreed contracts were failing, and monitoring service level quality was problematic. As well as being time consuming to complete, the hard copy information was impossible to interrogate, which meant quality audits lacked vital information.

Servest UK's Managing Director, Paul Middleton, knew mobile smartphone applications could provide a solution and, after reviewing various options, he invited Crimson Tide to create and implement a bespoke mpro solution.

"We were confident that mpro was the solution that would work best for us because it is completely adaptable and flexible to all our requirements and had been recommended by several of our customers. Additionally, we were impressed by Crimson Tide's Microsoft Gold Certified Partner status. Our Group Finance Director was also very keen to take advantage of the subscription model and cloud hosting because with no capital outlay required for handsets or infrastructure the investment in mpro was affordable and off the balance sheet." Middleton explains.

The Solution

A fully integrated **mpro** solution was implemented which included the supply of a range of smartphones and pdas (including Motorola MC55 handsets), bespoke software and cloud based services all supported by site super user and end user training.

By replacing paper-based form filling with a smartphone alternative the **mpro** solution was designed to be effective in three ways; Work Scheduling, Auditing and Reporting.

Work Scheduling

Previously, an Excel spreadsheet was used to allocate which tasks to complete on which time and date. With **mpro**, task scheduling is automated and allocated to operatives via a smartphone. Using Servest's operations at Tesco stores as an example, **mpro** replaces a generic, manual approach to assessing and allocating responsibilities with an automated system that is specific to each store's individual needs and characteristics. Each pda is programmed to remind users of upcoming, overdue and past tasks; overdue, incomplete and current tasks are shown so the user can prioritise which task to complete next.

Auditing

mpro has enhanced Servest's auditing information by capturing essential data regarding the completion of tasks, such as the name and signature of the individual completing the task, name and signature of the client employee confirming completion, date of completion and any comments from either the client or Servest employee. This data is stored on a partitioned Crimson Tide cloud-based server, which time stamps all communication between itself and smartphones or pdas. Servest has access to all information and can export reports whenever required.

Reporting

Using the **mpro** solution, Servest has access to bespoke e-mail and web-based reports. The **mpro** report scheduling server automatically distributes alerts, usually via email, to certain predefined users. The alert itself can be configured to contain data relevant to the user, and can either be predefined or as the result of another action, such as a form being completed.



Data Export Reports display data stored in the database and can be filtered by start date, end date, contact, checklist and branch on various predefined conditions. These reports can be printed and exported but the data cannot be changed.

Weekly and monthly reports allow Servest to see the status of client tasks for every site for the last week or month. Reports are split into two sections, the first section showing completed tasks, and the second section uncompleted tasks.

Site Checklist Report for Current Year

For each site, a fully-filterable site checklist report shows a list of weeks for the current year, the date of each task, an indicator of each task's completion status, the section name and task description.

All Divisions Roll Out

Following its success in improving Servest's audit information an upgraded mpro solution is now being implemented across the entire UK business for Pest Control, Engineering, Asset Management and Cladding/Window Cleaning, with new users for Servest's new clients Next and Morrisons. In addition, Crimson Tide has created a bespoke mpro solution for the company's operations in South Africa, which currently has 50 users and this contract is anticipated to increase substantially.

Client Satisfaction

Discussing the effect mpro has had on his business, Paul Middleton comments, "The fully integrated mpro system has significantly increased our productivity. We're now more responsive to clients and manage day to day tasks more effectively by doing away with time consuming paperwork and filing, which is saving us money! Not only that, we've won contracts because we're "simply smarter".

"The Crimson Tide team is responsive and professional; we have a great partnership."