



Clearwater increases productivity and earnings with flexible Job Manager software from Advanced

After implementing this flexible, mobile working application, Clearwater saw a 10-15 per cent increase in productivity and greater earnings per field worker, along with real-time visibility of how its field service is performing.



Clearwater Group Ltd provides products and services relating to water hygiene and treatment; engineering, pump services, consultancy and air hygiene. We enable our customers to meet health and safety, environmental and legislative concerns whilst maintaining asset reliability and compliance.

We operate both as a prime contractor and subcontractor in many industries including facilities management, local government, health, social housing and hygiene compliance bodies. From our 10 regional offices across the UK and Ireland, we manage 300 field-based engineers who deliver these high quality on-site services to our customers.

Eradicating admin to improve efficiency

Due to our continued success we soon began to outgrow our existing working processes and needed to adopt a strategy for managing our workload more efficiently. In an average month we were carrying out around 11,000 jobs, leading to 30,000 written reports created in the field, using around 50,000 pieces of paper.

Not only was there a delay with paperwork being passed between the office and field workers, but this paperwork also needed to be re-keyed into an office system; creating significant

amounts of admin work. And of course, some paperwork could inevitably be misplaced — this created a huge problem for an organisation that undertakes critical safety compliance work.

So, we needed to increase the operating efficiency of our working processes so we could carry out increased workloads with our existing workforce while improving the audit trail and speed of reporting for our end-to-end process.

Flexible software for field-based workers

We decided we needed a flexible mobile application for our field-based workforce, which would allow us to transition from paper-based processes to an electronic way of working. We chose Job Manager from Advanced.

Geoff Griffith, IT Manager at Clearwater says, "We had our core Causeway office IT system customised to comprehensively manage our business processes, but it was limited to inside our office walls and didn't have an efficient workflow for our field engineers. We came to the realisation that we needed a software system to manage the field based processes and crucially, it had to be able to integrate with Causeway, for a seamless interaction between the office and field staff."

Client >

Clearwater Ltd

Sector >

Water treatment and hygiene

Project >

Implementing a seamless mobile working application.

"Job Manager has helped us to realise the key benefits we set out to achieve — field staff spend less time travelling and undertaking administration, freeing up time for the core activities that we want them to focus on."

Geoff Griffith > IT Manager > Clearwater

Seamless interaction between office and field



"Job Manager has led to a 10-15% increase in our productivity and greater earning per field worker. We also now have visibility of how our field service is performing in real-time."

Geoff Griffith > IT Manager >
Clearwater

Field-based engineers are now equipped with Samsung Galaxy Tab S, a 10inch Android-based tablet, protected from damage with a ruggedized case. From these they sign onto the Job Manager mobile application each morning in order to download their allocated work for that day. This gives them comprehensive details about where they need to go, what they need to do, and what information they need to capture during their visit to site.

Allowing for the unpredictable

One of the crucial reasons why Job Manager was chosen was because of its flexibility. As Geoff explains, "Several of the workforce management systems we saw were designed for simple field based processes – go here, fix this problem, and complete this form. However, our business is not that simple. Often we don't know the full extent of the problem until an engineer arrives on site. What might have been intended to be a 15 minute visit may take several days.

"Job Manager's scheduler can allow staff to run over. Also, the mobile application can have as many data capture forms on the device as we configure. In the instance of the 15 minute job, only 1 or 2 forms might be needed, but for a job that gets extended, the engineer has an additional 5 or 10 electronic forms that give him all the necessary background and the capability to undertake the new work. There is now no need for

them to return to an office or depot because they were ill prepared. This means, our field staff spend less time travelling back and forth and more time on site completing additional jobs."

Increased productivity and earnings

Clearwater's project has not been without its challenges. One of the greatest was establishing and rolling out the best device to suit its workforce. But having overcome these by implementing the Samsung Galaxy Tab S the project has gone from strength to strength.

As Geoff Griffith says, "The implementation of Job Manager has helped us to realise the key benefits we set out to achieve. Field staff spend less time travelling and undertaking administration, freeing up time for the core activities that we want them to focus on.

"Ultimately, the introduction of Job Manager has led to a 10-15% increase in our productivity and greater earning per field worker. We also now have visibility of how our field service is performing in real-time, whereas previously we wouldn't know if there were any problems until after the event had occurred.

"Our next step is to expand the use of Job Manager to an additional 180 field workers in the organisation and to use more features of the software such as the electronic timesheets."

More information

w oneadvanced.com
t +44(0) 330 343 8000
e hello@oneadvanced.com

Ditton Park, Riding Court Road, Datchet, SL3 9LL

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