

p/fm

Premises & facilities
management



PFM Awards 2017

Details of the Partnership categories' finalists and all our sponsors

Mobile working

How advancing technology has changed FM in recent years

Complete Clarity

PTSG is enhancing efficiency
for superior service



Moving at the speed of PTSG Clarity

Despite its position as one of the fastest growing companies to serve the facilities management sector in the last 10 years, Premier Technical Services Group PLC (PTSG) has never faltered in its commitment to being a leader in providing outstanding customer service. The company is the UK's leading supplier of access and safety, electrical services, lightning protection, high level cleaning, dry riser and fire solutions and at-height training services.

With over 600 members of staff working to deliver high-quality specialist solutions for 17,000 customers nationwide every day, managing operations and maintaining strong client relationships can be a huge task.

Never a company to settle for merely satisfying its clients, PTSG has developed a bespoke software system that takes this a step further, reducing the time it takes to complete the work, send remedial quotations and deliver invoices and certificates to just minutes.

With over 15,000 hours of development and rigorous testing, PTSG Clarity has been built by the group's software engineers to meet the exact requirements of its wide range of clients across its various divisions.

The system is comprised of over one million lines of code, each working to make sure it can handle any job, whether this be a routine maintenance visit, or a same-day call out for an urgent repair.

Clarity has been in use across PTSG's dedicated divisions for over a year, and is continuously updated to ensure that it grows with the company. Since the system has been integrated into the business, extra features have been continually added, building on user experiences or new client requirements, ensuring that Clarity is always ahead of the curve.

The innovative software utilises a responsive and reactive web-based programme for office-based staff and clients, as well as a fully native mobile app with intelligent sync for on-site

engineers. Clarity is cloud-based, allowing it to update across all platforms within seconds and record location data and job updates in real time.

The system is made up of four key components: ClarityOFFICE, ClarityWORK, ClarityPEOPLE and ClarityPORTAL.

ClarityOFFICE is the back-end administrative system that provides comprehensive group-wide resource planning and customer relationship management (CRM) functionality.

ClarityOFFICE's work scheduling tool allows PTSG's labour controllers to see every job scheduled across their division in the past, present and future. Every job is colour coded to indicate whether the work is completed, in progress or scheduled for the future, keeping the team informed and in control.

This increased visibility leads to unparalleled efficiency, giving engineers on the ground an extra hand in staying organised and on task, with outstanding results for the company's overall productivity.

All aspects of ClarityOFFICE are linked to one CRM database, streamlining scheduling, invoicing and data recording.

Crucially, this CRM software brings the client base of every division into one centralised data pool, allowing the company to recognise where clients can benefit from another of its specialist services. This offers clients more choice and increased efficiency by helping them to streamline their procurement of expert niche services.

Every job in ClarityOFFICE is recorded and tracked in real time, allowing the team to schedule new jobs proactively, providing staff and clients with live updates. Clients can be assured that as soon as a remedial order is confirmed, it will immediately be scheduled and allocated to an engineer.

This intuitive and intelligent scheduling tool is providing the business with unbeatable efficiency. Urgent jobs can easily be dropped into an engineer's diary, completed and invoiced within hours, where in the past, this entire process may have taken much longer.

ClarityPORTAL and ClarityPEOPLE are secure and easily accessible platforms for clients and staff to log requests and view real-time information on their jobs and accounts. This aspect of Clarity is designed to keep everyone involved in the job – whether at PTSG's offices or the client's – fully informed, and enables PTSG to respond effectively to any requests.

This portal gives the client a secure cache of all certificates, invoices and other relevant documentation for all jobs and sites. The system is fully secure and searchable, putting all the information one might need right at their fingertips.

Storing these files on one cloud-based system also gives PTSG's sales team more confidence in their customer data, which in turn allows them to better serve customers by being able to offer the right value-added services at the right time.

ClarityWORK is an advanced mobile app that provides PTSG's engineers with everything they need to do their job safely and efficiently, including sat-nav, real-time engineer location tracking and a job recording and submission facility.

Before the engineer receives their schedule,



each job is allocated unique service delivery tasks to make sure every client gets a truly tailored service. Each task list is bespoke, created by the divisions for their individual jobs, and can include requirements to record dates, check boxes, draw diagrams or take pictures.

As they work through the job-specific task list, the engineer records each task entry. This step-by-step confirmation of a job well done gives the client peace of mind that nothing at all has been missed. In fact, the system doesn't allow a job to be marked as completed unless every pre-specified task has been fulfilled.

Once the engineer marks him or herself as travelling to site, the app instantly opens satellite navigation on their phone. Turn-by-turn navigation with reactive traffic updates allows

the engineer to be immediately rerouted to avoid accidents or traffic, and also means the labour controller can see their real-time location as they travel to site. This makes way for incredible accuracy, as the client knows exactly when an engineer will arrive on site – down to the minute.

Once the engineer arrives, the app tells them exactly where the building is, displays photos taken on site during previous jobs, shows them the best place to park and gives them the option to speak to a dedicated client contact on site. These functions prevent any delay in starting work and have noticeably decreased the time taken complete jobs, particularly smaller routine tasks.

As the engineer moves around site the system continues to record their location. This is reassuring for lone-workers, as labour controllers can check in on them if anything seems amiss, making sure everyone stays on schedule.

Engineers can also mark themselves as lone workers through the app, which triggers regular prompts from the system to confirm they are safe and well.

When all tasks are complete, the engineer can use their device to gain a digital signature from the client on site, automatically generating an invoice and work certificate for the client, as well as internal certificates to be reviewed by PTSG's team.

So far, Clarity has processed over two million audited transactions, resulting in the generation of over 30,000 documents at lightning speed. As Clarity continues to grow, more and more functionality will be continually added, but the one feature that is sure never to be compromised is the system's unbeatable speed. ■

