

Case study

Growth through Clarity – Improving efficiency and delivery

PTSG’s software development team has built the Clarity system – a unique, non-manual administrative system which uses hand-held technology service to improve the business’s day-to-day operations. Clarity makes the Group’s processes much quicker by allowing for more effective scheduling, real-time engineer tracking across the UK, and more direct customer communication.

What is Clarity?

The system is made up of four key components. Each is designed with the specific requirements of individual departments in mind, ensuring that everyone at PTSG, including the administrative team, business development managers and on-site engineers are able to do their jobs more efficiently.

ClarityWORK

Used by
PTSG’s engineers.

What does it do?
ClarityWORK is an advanced mobile workforce system that provides PTSG 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.

ClarityPORTAL

Used by
PTSG’s clients.

What does it do?
ClarityPORTAL is a secure and easily accessible platform for clients 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 efficiently to any requests.

ClaritySALES

ClarityOFFICE

Used by
All PTSG employees.

What does it do?
ClarityOFFICE and ClaritySALES are the back-end administrative systems that provide comprehensive group-wide resource planning and customer relationship management functionality.

What are its benefits?

PTSG Clarity was designed to unlock growth through powerful innovation, and it does exactly that. The bespoke, proprietary system is allowing us to operate effectively and efficiently, ultimately reducing costs and bringing an all-round better service to our customers.



INTUITIVE
From the time a purchase order is generated to when the job is completed and invoiced, all processes and ‘paperwork’ (which is actually electronic) are automatic. The system responds immediately to project developments.

SCALABLE
An integral part of Clarity is the processing of data. In the scheme of PTSG’s operations, huge amounts of data are generated every day and it is essential to manage this. Clarity enables users to track, view and assess all developments in any given project.

SAFETY
Clarity looks after the safety of workers via a formal framework of checking and verifying the status of lone workers, to ensure the safety of any staff entering a location alone. It also ensures online safety, via a secure portal.

REAL-TIME
The ClarityWORK app uses sat-nav to track the engineer in real time during their designated working hours. This also relays the current road conditions, calculating an accurate estimated time of arrival for both office and client. This enables work to be scheduled more effectively and contingency arrangements to be made if any problems arise with a journey.

MOBILE
The nature of PTSG’s multi-disciplinary work means that all engineers work remotely, in all kinds of locations – thousands of feet in the air or underground. To accommodate this, the ClarityWORK app is designed to run on a mobile device and operate fully, even when the engineer has no data signal – it simply synchronises automatically when the signal is available again.

EFFICIENT
Engineers can use ClarityWORK to record their current status in relation to their schedule, detailing which job they are currently travelling to, time of arrival on site and when the job is completed.

Whilst on site, Clarity’s task system allows the engineer to undertake and document the required service delivery. Clarity’s automated workflow generates and issues any required worksheets and certificates.

PAPERLESS
Paperwork is time consuming, inefficient and gives rise to human error. Clarity is a solution to manage the documenting of information automatically, giving users instant results.



What is the outcome for PTSG?

Since Clarity began to be implemented, PTSG has been:

- Working in a way which is more efficient and cost effective.
- Putting more engineers out on location, or moving between sites.
- Keeping customers closer to the work the Company does on its behalf, including quickly identifying other necessary remedial, repair and renewal work.
- And when the system is fully implemented throughout the Group, efficiency will be maximised and customers can look forward to an even higher level of service.

Q&A

We talk to Jason Sheehan, an engineer at PTSG about how the Clarity platform has improved his work.

What are the main benefits for you?

For me as a user of the Clarity system, the benefits are the saving of a lot of time, greater efficiency and the reduction in human error.

What about the connection between you and office-based colleagues?

Office staff can see if I or another engineer have arrived on site or how far away I am. This eliminates the need to call me and the customer back. The office can also view which engineers are away from any internet connection, which makes weekend working issues easier to sort out.

How does it enable you to serve your clients better?

Firstly, we are spending more time doing the work as opposed to administering it – we are so much more productive. The time saved on not having to match worksheets to jobs, marking up, scanning and attaching to the jobs is time spent on pulling a more efficient and higher-value programme together, sending out quotes and basically carrying out tasks to keep our clients better serviced, which also applies to the automatic generation of certificates.