

## Case study

### Our people – Sarah Lythall Clarity Project Manager

Sarah is a great example of a PTSG employee whose skills and talent have been nurtured and developed during her time at the Company, resulting in her progression to her current position of Clarity Project Manager.

Sarah joined PTSG in 2008 and remembers the Company as being “modestly sized and feeling like a family-run business.” “Back when I started, PTSG only supplied Access and Safety services to the facilities management industry – cradles and fall arrest equipment. As the Company quickly grew, separate divisions were formed to cater for each customer’s unique requirements.”

PTSG remains the UK’s leading supplier of fall arrest systems and safety testing services, encompassing maintenance, inspection and testing solutions for safety at height as well as the design and installation of permanently installed façade access equipment and fall arrest equipment. Access and Safety now represents one quarter of the Group’s provision of niche specialist services to the industry.

#### Career progression

Sarah cites the opportunity to progress her career as one of the best and most important aspects of working for PTSG. Based at the Group’s headquarters in Castleford, Sarah began as a Sales Assistant. Taking advantage of PTSG’s training and development programmes, and the advice of the specialist personnel around her, and with a little hard work and dedication she quickly progressed to Maintenance Manager for the Cradles Maintenance division, combining this with trialling new data base systems.

Today, Sarah holds the position of Project Manager for implementing the new bespoke Clarity system around the Company. Having been using Clarity and seeing it come to completion over the past year, she says her duties as Maintenance Manager have been transformed by the revolutionary administration system.

#### Administration transformed

When Sarah joined PTSG, all processes were handled manually, with engineers’ worksheets being posted at the end of the week and having to be scanned to provide a copy to the client, with a seven-day lead time before quotations could even be started – with Excel being the main document of use. In 2011, the Cradles division trialled an off-the-shelf system, which was a major step toward the decision to create a bespoke system; by identifying the limitation of this system, the bold step was taken to design a system to suit PTSG’s company needs, with the ability to be adapted as it continues to grow and change.

Sarah had the opportunity take part in the trial, which in turn gave her the opportunity to be involved with the development of Clarity.

In 2016, the new system was trialled and is now implemented within PTSG’s Access and Safety division. Clarity is now taking the Company into the leading edge of the mobile and digital age.

The system 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 with a lot less paperwork; this makes for happy engineers!

Back in the office, Sarah and her colleagues enjoy the advantage of the automated and instant generation of documents. This is crucial in reducing the workload, speeding up processes and freeing everyone up to do other, more profitable work. Clients are responding well to clear worksheets, same-day certification and quotation, giving PTSG the edge over other companies. It is not just the client and administrative processes that will benefit; sales staff will no longer have to keep a manual track of their figures, because all members of staff can access these at the click of a button. Credit control staff have instant access to any documentation a client is requesting to pay, and the system is fully text searchable; therefore, if a client rings with a site but no reference number, that is no problem. Similarly, if staff have a purchase order but no reference to what it is for, Clarity will tell them.

Clarity also reduces a lot of the ‘human error factor’; although this cannot be taken away completely, it helps significantly, and with the extra time allowed through automatic process, staff have extra time to check. There is full traceability of who has done what and the status of the job.

As Maintenance Manager for Cradle Maintenance, Sarah was part of the team already enjoying the more efficient way of working that Clarity allows. That efficiency will be experienced by all employees of PTSG as it is rolled out across each division in the Group over the next eighteen months which Sarah is now proud to be part of.

#### Opportunities to develop

Over the last nine years, Sarah’s progression at PTSG has been largely representative of the Group’s evolution. She refers to the opportunities she has been given to learn new skills, to work with a wide range of highly skilled people and pursue her career ambitions with no limitations.



“It’s definitely a progressive place to work. PTSG values its employees and if you have the ambition to learn and develop, you can quickly make advances in the Company.”