CAPTURE
Field Service

Coventry University

CASE STUDY

COVENTRY UNIVERSITY

"By introducing the PDA solutions, we have saved considerable time and increased the speed of our response to customers' requests. This was critical in the current economic climate to help us keep our overhead costs down and be competitive with the private sector."

Mike Foxall, Assistant Director of Operations and Maintenance, Coventry Estates

THE DELIVERY

Sector

Facilities Maintenance

Hardware

Motorola MC55

Application

Wireless Delivered and GPS Tracking

Problem

The Estates Department completes a variety of maintenance services across the University Campus. The department was under pressure to deliver a robust, reliable service to its customers. However they were not able to achieve this due to inefficiencies with their existing systems. Covering over 39 buildings, the technicians were using paper-based job sheets and stock ordering forms which were printed by the Estates admin staff. The technicians would arrive each morning to collect their job sheet for their first job of the day; they would then walk, or drive to the job, check what work was required, then either complete the job or request parts, by completing the stock ordering form. Once complete, job and stock used details were returned to the Estates head office by hand.

Any parts utilised and completion times were manually input into the Badger Maintenance program so that invoicing could be completed. There was a backlog of work to be completed and technicians were on average completing two jobs per day. There was no visibility of the technicians during the working day. Private sector companies were bidding for this business and were guaranteeing significant improvements for less money. Their customer was getting very frustrated, and there was a real risk of losing the business.

Solution

Wireless Delivered Live Paper to PDA solution implemented with GPS tracking and full integration to Badger back-office stock and invoicing system, this enabled real-time job allocation, reducing travel time and negating the need for engineers to attend the office before continuing to their first job. The system also enabled LIVE stock lookup, so reducing wasted journeys to check stock levels and unnecessary trips back to the office. As the system integrated into the Badger back-office, more efficiencies were found in replacing the inefficient inputting of data from the old paper-based process.

Results

- Technicians fully visible via GPS
- 300% increase in jobs completed per day
- Overtime costs reduced
- Administration input time reduced
- Job information automatically updated into Badger
- Emergency jobs allocated immediately to nearest technician
- Increased productivity
- Increased customer satisfaction

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