



## Tailored Transparent Tyre Service

*With over 60 years experience, Apaseal is the tyre maintenance industry's leading supplier of equipment and consumables, supplying over 3,500 high quality product lines worldwide. In addition to manufacture and supply, Apaseal has a team of engineers on the road maintaining equipment at client sites all over the UK.*

Tony Betts of Apaseal saw JobFlow in Birmingham at the Service Management Expo. He had been tasked to find a new work allocation and monitoring system. **“JobFlow stood out as the most comprehensive solution to the issues we were facing and it was simple to use too”.**

### Job progress invisible to head office

Before JobFlow, Apaseal allocated jobs in bulk to engineers' PDAs, usually a month at a time, leaving them to organise their own appointments. Once allocated, there was no visibility of jobs at head office until they were finished. This meant clients calling for a progress report or to chase a visit could not be helped directly. Office staff would need to call the engineer and then feed back to the client; a long process, particularly if engineers were in areas with a poor mobile phone signal.

### PDAs not the best solution

After each visit, the engineer would use a PDA and stylus to complete an electronic “worksheet”. The report would be transmitted to head office for invoicing. Sometimes engineers were clumsy using the PDA and incorrect information was fed back, with time consuming queries as a result.

With the PDA, there was no physical worksheet, so clients only saw the engineer's job notes when the invoice arrived. Disputes were difficult to resolve as memories had faded.

Aside from hardware operational problems, the PDAs ran a proprietary Unix software system. Over the years, the support tailed off to nothing, leaving Apaseal in no doubt that a better supported and more efficient replacement should be sought.

### DMS delivers

At a meeting with DMS, Tony identified some adjustments to make JobFlow a perfect fit for Apaseal. “DMS provided a fine service with JobFlow” says Tony. “They delivered on each item on our list of modifications, all on time and in budget”.

### JobFlow makes service transparent

“JobFlow makes service transparent” says Tony, “before we had little or no information about the progress of a job, now we have everything! With TomTom WORK we know where our engineers are without having to call them and can give clients accurate arrival times. With the JobFlow software, we can give a client update on their job at any time, with details on screen of what was done, by whom and when. Plus, who approved it at the client end. The whole JobFlow experience has raised our game in terms of providing customer service excellence.”

### Natural handwriting input

Tony's initial attraction to JobFlow was the idea of using a pen to capture data. “After the issues we had getting our guys to use the PDAs accurately, this was a return to the good old days of pen and paper, but with all the benefits of digital capture too. We don't just get the sheet in the office straight away; JobFlow is updated with job costs ready for invoicing too”.

### Clients know when we are coming

With JobFlow, Apaseal books appointments as jobs arrive; they no longer collate and issue jobs to engineers en masse. “We give customers their appointment date immediately” says Tony “and as soon as the engineer is on his way to a client, we can give them an ETA – something we could never do before”.

### Simple, common sense process

The office staff at Apaseal settled in to using JobFlow very quickly. “It is easy to raise a call in JobFlow, because the process makes sense” says Tony. “Unlike our previous system, it has the look and feel of a familiar Windows environment so people have taken to it straight away, with minimal training”.

### Anyone can take client calls

As JobFlow is so easy to use, Tony has had all the office staff trained. So, if the JobFlow operators are busy or away from their desk, anyone can answer a client query with ease.

### Clients know what they are signing for

JobFlow's physical worksheet means clients can see what they are signing for and get a copy to keep for their files. “It's a much more client friendly way of doing business” says Tony.

### Invoicing delays and errors eliminated

Apaseal used to rekey job data from the old system into Siteline for invoicing, wasting time with double entry and making mis-keying errors. “DMS has written an application to export the data”, explains Tony, “solving both problems. In time we will invoice in JobFlow too for extra speed”.

### No opposition

The office staff took to the new system straight away; “It was like a breath of fresh air!” says Dan Deakin, “We now have information we never had before, making our jobs much easier and more rewarding.”

“It's great for us too” says Paul Sanders; “We get to jobs faster, more fuel-efficiently with the TomTom and spend more time at client sites on jobs, and much less in the office”.