



### A simple philosophy; to deliver a perfect project, every time.

For over 40 years, Chapman Ventilation has been supplying and installing ventilation and air conditioning systems to some of the most up-and-coming restaurants around. Their expertise is wide ranging; from the manufacture of bespoke kitchen canopies, to the installation of high-efficiency electrostatic-precipitators. And because 'perfect' is different for everyone, Chapman tailors its services to client requirements every time.

## JobFlow's Android App, Preferred for Data Capture

*Darren Shread, Head of Maintenance at Chapman Ventilation, wanted a move away from the disparate spreadsheets and forms that his staff were using to manage Chapman's 42 engineers in the field. He was exploring the options available to him, when he came across JobFlow rather unexpectedly.*

### An Accidental Discovery

"I was using a subcontractor for some work and phoned them with a query on a job" said Darren. The subbie answered my call, accessed the job record instantly, resolved my query and emailed me a copy of the worksheet (signed by the client), all within minutes. I was so impressed with their speed of access to job information I made enquiries about the system they were using; it was JobFlow. With our old systems, it would have taken an hour or more to deal with a similar query, we wouldn't have been able to resolve it in the same phone call".

### Perfect for Growth

Just one demo of JobFlow was enough for Darren to place an order. At the time, the digital pens were the preferred data entry method and Darren saw the benefits of the simple technology and of leaving a signed worksheet with his clients. More important, the system provided the access and control that had been missing at Chapman and was desperately needed to allow the company to continue to grow.

### Android App Preferred



We didn't start using the pens straight away" explained Darren "we decided to get used to the software first and allowed our engineers to log jobs via a web browser. It worked so well that when DM Systems announced they were working on an Android Application, we decided to skip the pens until the app was ready. We are pleased we did, it is a good interface and the JobFlow handset is a solid model."

### Everything goes through JobFlow

"JobFlow has increased our efficiency significantly" says Darren. Everything we do goes through the system; receiving and allocating jobs, purchase orders, work management, stock control, quotations. JobFlow also links to Sage Accounts and, by the time you read this, we will be raising invoices through JobFlow too. This means that we can trace any job or related transactions in one system, providing management reports that are not only comprehensive, but live too, so we can get a snapshot of our business in real time – an especially useful feature during management meetings.

### JobFlow enables 24 Hour Service

Darren knew that the overhead he would need to cover to provide a 24 hour callout service from head office would be uneconomical, so he worked with John at DM Systems to tailor the JobFlow portal for use by a specialist call centre. Now calls can be taken and jobs allocated to operatives out of hours for a round the clock service. It's seamless to the client and the complete process runs through JobFlow; no third party call centre software to interact with. Regional managers at client chains have access to a portal too, enabling them to place call outs on-line to save time.

### The Best Thing about JobFlow

The JobFlow Android Application is solid and captures data with perfect accuracy for the JobFlow system. Even so, John is making a few tweaks for Darren to better suit the way Chapman works. Darren outlines how he feels about DM Systems' support; "In the process of finding a Service management System, I looked at four other companies besides JobFlow. Each had good software on the surface, but only JobFlow gives us the strength in depth that we want and a team that is prepared to work with us to tailor our system exactly to our requirements. In fact, the best thing about JobFlow is the team behind it. I really feel that we are in partnership with DM Systems to make Chapman Ventilation more efficient."