



New Maintenance Company hits the ground running with **JobFlow PLUS**

FMe is a property maintenance company established at the beginning of 2008 to service the area within a 100 mile radius of Sheffield. Clients include property management companies and property management departments of retail chains, hotels and leisure groups.

A Depth of Experience

Although a recent start up, FMe is headed by Mike Whyte and Dave Richards who between them have over 40 years experience in Building Maintenance. Much of this time was spent growing their previous company, CRW Maintenance, to an annual turnover in excess of £10m before it was sold.

A System to Manage the Business

When Dave and Mike launched FMe, they knew what they wanted to achieve. Both veterans of the service industry, they knew how important it was to have the best possible system to control their workload and manage the business.

A Flexible Experience

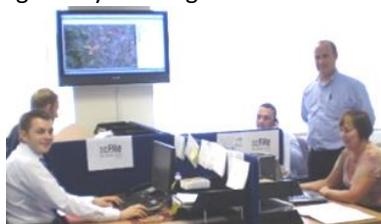
“Our previous experience of service management software was nowhere near as flexible as what we have with JobFlow PLUS. When we met the JobFlow team we gave them a list of the things we wanted our system to do. The few areas JobFlow didn’t cover were addressed swiftly; nothing was too much trouble. As a result we have exactly the system we want.” With FMe’s additional requirements addressed, JobFlow was installed and running in just two days, including training.



For All Staff

A key benefit of JobFlow is the logical layout of screens, making it easy to navigate. Because of this, Dave decided to train ALL

staff, so anyone could use JobFlow and answer any client request for information about any job.



TomTom for Quick Reactions

FMe does a lot of reactive work, with operatives tackling several jobs each a day, so FMe wanted the best tracking and sat-nav on the market. Once they saw the TomTom WORK integration with JobFlow, the choice was simple. As well as the best mapping displays, plus speed camera and traffic warnings, works can be sent to mobile operatives straight from JobFlow. The FMe team knows where all the vans are when jobs arrive through a large on-screen display in the office. They can also



generate comprehensive reports on the fleet or an individual vehicle for wage claim verification and productivity analysis. “The TomTom link is a huge benefit to the efficiency of the operation” commented Dave, “It accelerates the allocation of jobs to operatives and cuts down on administration. It gets vehicles to site more quickly and even tells us when they will arrive. It is great for emergency jobs as we can respond in the shortest possible time”

JobFlow for Growth

Mike comments on the main reason FMe took on JobFlow. “We wanted something that provided a comprehensive and scalable solution. Something that would cover all areas of the business, with no separate systems and would grow with us. JobFlow meets all these criteria. It controls the day to day and its reports provide the information I need for planning”.

Instant Invoicing with Digital Pen and Paper Technology.

Dave and Mike wanted jobs to be invoiced as soon as they were done. They knew the traditional model of operatives coming in to the office once every week or two, with piles of worksheets for costing and filing and wanted quicker feedback from site. They appreciated the simplicity of a handwriting solution for operatives to complete job sheets, although attempts to link a digital pen to the Vixen system at CRW had been unsuccessful.



JobFlow’s fully compatible DataScriber module with Destiny’s Digital Pen and Paper was perfect for FMe. “DMS has even digitised worksheets bespoke to our clients,” said Mike “so the forms look how our clients want them to, and work how we want them to for our business. Now we can invoice as soon as work is signed off by the client and it’s easier to address queries on worksheets as they can be dealt with while the visit is fresh in everyone’s mind. Our operatives are spread along the M1, so I don’t WANT them coming in with worksheets all the time, I’d rather their time and diesel was spent on jobs!”