



H&H Services Air Conditioning Firm gets organised with JobFlow

H&H Services has been running since 2003, established by Andy Hubble and Rob Head, each with considerable experience in the air conditioning and refrigeration field. The company provides an unrivalled, 24 hour installation, maintenance and support service for a variety of models, including Mitsubishi Electric, and holds the contract for maintaining the installation at Mitsubishi's UK Headquarters.

Home Grown System

H&H grew quickly from the two man operation of Andy and Rob, to a team of eight staff, with six permanently on the road. Like many companies in their early days of growth, H&H developed their own work management system as they went along, using Microsoft's powerful Access database.

Access Closed

Whilst Andy was pleased with Access, he had taken it as far as he could. "We were programming Access ourselves and, as the company grew, we reached the limit of what we could do. The database we had created became full and it struggled. As well as the physical limitation, it was too easy for people to make keying errors that were not picked up; we were relying on staff to know everything".

Andy knew that he had to find an alternative to Access if H&H was to continue growing efficiently. He looked at other industry packages that were advertised but came across JobFlow by chance, through a personal recommendation.

Love at First Sight!

"I had never heard of JobFlow, so was sceptical at first, but The D&M staff were very helpful and responsive. They seemed to understand the issues I was facing so I was happy to meet with them for a demonstration. I signed up straight away!"

Improved Communications

One of the things that Andy liked about JobFlow was the greater communication it offered with operatives and clients, "JobFlow helps us give better instructions to our people on the road. And, because records are held on the network, updates can be communicated to operatives by anyone in the office, with instructions on what needs to be done, or where to go next. This accessibility to information also means staff can provide clients with up to the minute progress reports, at the touch of a button".

Improved Systems and Reporting

Previously, with Access, Andy was unable to create a satisfactory system for purchase orders to suppliers. He was generating POs by Job Number, with no consecutive list of PO numbers. "Tracing an order back could be a pain, unless you knew which job it was raised for, because there was no real numbering system in place."

In JobFlow, Orders to suppliers are generated independently and consecutively, but are also tied into the Job Number for which they have been raised. Andy finds this a real help "I got a few surprises when I started running reports, because I could see how much, or how little, profit was made on each job!"

The reporting has been invaluable to Andy, who is already using it to shape the next stage of H&H's growth. In addition to having parts costs related to each job, Andy insists that operatives put job numbers on their timesheets so time is properly allocated.

Digital Pen Benefits

"In the old days, engineers' time was rarely allocated to client work so we didn't know the true cost of each job. With the new requirement to put job numbers on timesheets, this has been overcome. And, to make things easier for his engineers, Andy soon introduced the DataScriber module to link JobFlow to Destiny's Digital Pen and Paper data capture system. Now engineers no longer have to write separate timesheets, just keep job sheets up to date. "The pens do their own housekeeping and are simple for everyone to learn" said Andy.



While Andy and Rob have been the driving force, implementing JobFlow at H&H, Sian is in the office running things from day to day. "JobFlow is very organised and everything is linked together to make my job easier".

The JobFlow Difference

Asked to summarise what overall difference there has been to H&H since JobFlow was introduced, Andy was very clear "I am so glad we found JobFlow when we did. We have grown from 20% to 90% efficiency over the last year and JobFlow has played a huge part in that increase, taking on so much of what used to weigh us down. It's great to know we can throw anything at JobFlow."