JobFlow

Case Study

Improved customer service *and* cash flow for Nightglade

Formed in 1986, Electrical contractor Nightglade offers a variety of installation services, including the fire alarms, public address systems, EPOS, CCTV etc. Based in South East London, the Nightglade office comprises six specialist staff that work with qualified partners to deliver a fast and efficient service to clients.

Nightglade historically used the powerful Microsoft Access software to hold databases for clients and suppliers, as well as stock, costing and transactions details. That was before they found out about JobFlow from DMS, a workflow management package suitable for a range of companies including those in the Maintenance and Contracting business.

DMS proposed that JobFlow would provide a much better fit to the Nightglade business model.

After several meetings with Nightglade directors Mark Riddoch and Paul Minter, to ensure the system met their requirements, JobFlow was installed.

No Downtime

For the first week, DMS ran JobFlow as a training module alongside Nightglade's Access system, to prepare staff and ensure a smooth handover. This allowed minor adjustments to be made whilst business carried on as usual, with no downtime. Mark was pleased with the simple transition and with the response of DMS to ironing out teething problems: *During the handover and ever since, DMS engineers have responded immediately to any calls. They often log in to our system and tweak JobFlow remotely for a fast solution.*

Single Page View

Although Access held all the information that Nightglade required to run their business, staff had to visit several screens to build a picture of the progress of each job. One of the major benefits of JobFlow is its "SPV", a Single Page View that shows a summary of the job status, including costs.

Improved Customer Service

The accessibility of information on the JobFlow system means that anyone in the Nightglade office can deal with a client enquiry. Problems can be resolved straight from the screen by whoever answers, resulting in shorter calls.

Accessible From Anywhere

Not only is Nightglade's system accessible to workers in the office, it can also be reached over the internet by authorised parties. So, contract managers can log in from a client's site and view the complete job history.

Working with DMS

It is easy working with DMS, because the people that wrote the JobFlow software understand our business and are more flexible and responsive than larger companies I have dealt with.

Mark Riddoch
Director, Nightglade Ltd

Improved Cash Flow

An unexpected bonus for Paul is a small improvement in cash flow. *"Having a more efficient system, with all the required information easily to hand means that the 'paperwork' on jobs can be resolved, and invoices raised, faster than before".*

Less Paperwork

Nightglade used to store different printouts from the system to help resolve jobs. JobFlow's SPV means that jobs can be resolved on-screen, so paperwork is minimised. And, JobFlow stores ALL documents relating to a job, including plans and drawings, so there is no need for printed copies.

A Tighter System

"One of the key benefits of JobFlow is that it keeps things tight" said Paul Minter, "The system doesn't allow shortcuts so staff are steered through the correct procedures that result in easily resolved jobs with full history records"

The Future

Because Nightglade has a service and development contract with DMS for JobFlow, Mark and Paul have the peace of mind of knowing that their data will be securely backed up and the system fully maintained. And, as the Nightglade business model develops, it can rest assured that DMS will tailor the JobFlow software to suit.

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