

Tablets cure recession blues

Established in 1949, Kaberry is a leading property refurbishment and maintenance company that also offers bespoke home improvement schemes and renewable energy packages. From offices in Chester, Manchester and Cannock, Kaberry runs a 24/7 emergency response service alongside day to day maintenance work and full property refurbishment projects throughout the North West, Midlands and North Wales. Kaberry takes a proactive approach and its 'can-do' attitude has helped it develop strong relationships with its clients.



An early JobFlow adopter, Kaberry used the system to streamline their business, with better stock control, faster invoicing and increased productivity. The company has used recent quiet recessionary years to study their processes more closely and took on the new JobFlow Tablet to implement further changes. Now, as work picks up again, Kaberry is making huge steps forward.

Multiple Forms Causing Headaches

Brian Place, Kaberry's Operations Director, was responsible for the introduction of JobFlow to the Group and has always championed the benefits of the system in helping Kaberry restructure. "The digital pens were revolutionary, allowing data to get back to the office instantaneously for faster closure of jobs and improved communication with clients to discuss further work options" says Brian "But, as we increased the number of forms we were using, the paperwork started to become unwieldy". For each job we needed the engineer to complete a job/site specific risk assessment before they commenced work, a form to note further works, one for additional quotes, plus the standard job form. "The printing and processing costs of additional digital forms made it less and less attractive and other technologies offered a better ROI."

Health & Safety Overhaul

When Brian was told that JobFlow could now be used with a tablet, with data entry direct to the screen from a forms menu, he saw this as an opportunity to cut out paperwork. He also started to think about the whole area of Health and Safety and Risk Assessment and how he could simplify this for operatives without compromising safety to clients, members of the general public or Kaberry's own engineers.

Kaberry Stop and Think

Kaberry created a "Stop and Think" process where operatives, as part of the standard on site procedure, complete a short YES/NO RAMS (Risk Assessment and Method Statement) questionnaire on the tablet. This questionnaire covers the basic questions an operative would need to ask about the job and its environment before safely starting work. A free text entry box is available to input specific areas not covered by the standard

questions. The operative MUST complete and sign this form BEFORE the JobFlow system will allow them into the works section to begin the job.

Better Informed Operatives

Unlike the digital pen, which is the perfect device for sending handwritten notes, the tablet can also receive information and present it in a convenient, readable format on its 10.1" screen. "We now have a database of boiler and other equipment manuals that we download onto each tablet, so operatives can access them even if they can't connect to the internet. We can also send information to the connected tablets and operatives can view site records in JobFlow for job history, site job history and other information to help them with their work."

New Business Opportunities

Sometimes when operatives are at work, they will notice issues that need attention, or they will be asked by the client to quote on additional work. The tablet allows the operative to send details of the work required, along with photographs with notes where appropriate. "This has allowed us to quote for new work quickly and accurately and we have won additional work as a result of the reduced turnaround time for quotes." said Brian.

Smoother Timesheets

The tablets are ideal for recording operatives' time (both productive and non-productive), and we pay them according to the hours in JobFlow that they and our clients have signed off. The tablets make it easy for holiday requests to be made through JobFlow, with approved holidays made visible in the central works diary for everyone to see.

A Smooth Transition

Just as they experienced a seamless introduction of the JobFlow system, Kaberry made a smooth transition to tablets. "Operatives only needed an hour's training and many prefer the multiple input options (pen/keyboard/finger) as well as the additional features that it brings" says Brian, "they're not as big or cumbersome as notebooks, yet bigger than smartphones, to give a clear and readable display. The tablets have helped us to move to the next level of service delivery to our clients. Everyone within the business is excited about where we are going with JobFlow and the associated technologies."