

Security products group prefers trusted service levels.

Established in 1983 as LBS Security Services Ltd, providing shutters and grilles for shop fronts in London and the South East, the LBS Group specialises in fire shutters and offers a complete range of security products including roller shutters, steel doors and security grilles. LBS serves commercial, public, retail and industrial properties from its huge range and can manufacture steelwork bespoke to clients' requirements. The company values its strong client relationships, built up over years of providing first class supply, installation, maintenance and reactive repair services.



The LBS Group was already using the IT services of Design and Management Systems so, when LBS was ready to upgrade its management software, DMS offered JobFlow as a candidate.

Service an Important Issue

Michelle Neild, PA and Office Manager at LBS, was involved in the new system selection; "Our existing workflow software had reached its limit and, rather than upgrade it to its latest version, poor supplier service prompted us to look elsewhere. After dealing with John Hooper and the team at DMS for our IT support, we knew how competent and reliable they were, so we were happy to take a look at JobFlow.

A System to Grow with us

After a comprehensive demonstration, it was clear that JobFlow met all of our criteria to speed up and develop our service and was scalable beyond our expectations, allaying fears about managing future growth."

Huge Saving on Phone Bill

Before JobFlow, work was allocated by phone, with high traffic between operatives and the office as jobs progressed. "Using smart phones to allocate jobs via email has cut our phone bill significantly" says Michelle, and we spend much less time on the phone, so we are free to do other things. The whole JobFlow process is nice and neat, so much quicker than before and we can invoice within minutes of the work being done".

A Smooth Migration

LBS implemented JobFlow for reactive works first, progressing to new works, then Planned Preventive Maintenance too. All operatives were issued with large screen smartphones with the JobFlow App linking directly to JobFlow on the LBS server in the office. "The training time was minimal says Michelle, "most of the guys were already familiar with apps on their phones so this was nothing new. The screens are so easy to use too, both on the phone app and for office users. Once our previous supplier had allowed us access to our data, the migration to JobFlow was swift and smooth. Within three weeks of installation we were using JobFlow at top speed!"

No More Paper Forms

All the paper forms that LBS operatives previously carried have now been replaced by electronic versions which are completed and signed for on-site by operatives and clients as appropriate.

"This is so much more professional" says Michelle, it saves time too – completed forms are accessible immediately on the system in the office. This is handy when a client wants to discuss work that has just been done and the operative is off on another job.

Difficult to Make Mistakes!

The only thing that LBS has found difficult with JobFlow is making mistakes! "You can only progress through screens when you complete them" says Michelle, They are easy to follow too, mistakes are much fewer than before. Plus, JobFlow won't let operatives start work before they have signed off health and safety sheets and, in the office, JobFlow knows which operatives are skilled in each area and won't let us allocate an unqualified person to a job".

Sub-Contractors On Board

Michelle is pleased with the response from some long standing sub-contractors that LBS uses regularly: "They have seen the difference JobFlow has made to us and are using it to receive and report back on their work for LBS. One has even bought the JobFlow system in its entirety.

Faster Client Update Response

JobFlow is installed on all the office workstations, so anyone – even if they are not key JobFlow users - can look up jobs and give clients updates when they call; no special training is required. The team at LBS is pleased with the time saving, simple to use and versatile search facility in JobFlow, something they had not enjoyed with their previous system.

A Big Hit with Finance

Reporting in JobFlow is live and, in addition to the pre-set standard reports, users can choose any number of combinations to extract and display data from the system. Michelle says: "Because JobFlow captures so much information about the jobs, staff, parts used, time taken etc... our Finance Manager is in her element, with live data providing valuable management information in seconds. We can even tell our operatives exactly what parts they have on their vans! It can do our invoicing too and stream data into Sage Accounts".

Customer Oriented Supplier

"DMS is a really customer oriented supplier" says Michelle. The team is flexible and responsive; nothing is too much trouble and they really understand the world of installation, service and support. Working with them is like having extra staff at LBS".