



JobFlow Best Fit for Engineering Company



Limburn Boiler & Heating Services was established in 1979 by John Limburn, as a privately owned family business servicing large industrial boilers. Over the years it has grown continually and now works with major companies and government bodies such as the PSA, DOE and MOD. Based in Gosport, Hampshire, LBHS has teams of skilled mechanical and electrical engineers that provide the best quality service and repair work across all types of mechanical, electrical, boiler, heating and plumbing systems. The company provides specialist services whatever the project size and has talented engineers on hand 24 hours a day to help solve any heating problem, anywhere in the UK.

Limburn Boiler and Heating Services has enjoyed steady growth as the business has developed since 1979. By 2013, LBHS had 33 employees, a turnover in excess of £3.5m and plans for exponential growth. Firmly established in its field, the company's specialist services were in demand and General Manager Iain Sellstrom knew it was time to focus on LBHS' management systems if the company was to take advantage of the growth opportunities on offer.

An End to Disparate Systems

LBHS had systems to manage the business, but they were disparate and labour intensive. Engineers recorded their visits with worksheets using digital pen and paper. Whilst this transmitted an image of the work done to the office, the detail had to be fed in manually to advanced, complicated spreadsheets in the office. Spreadsheets recorded client and supplier data as well as other information too. "We wanted everything to be in one place" said Iain, "so information is only entered once to a system which could be accessed by authorised staff to access information and reports. We also wanted a diary for our engineers and integration with our financials too".

Integration between Engineer and Office

In a conversation with the digital pen supplier, Destiny, Iain was told about JobFlow, which would integrate with the pen and a specially created digital worksheet to capture the information in each field and populate a database in the LBH office, with no rekeying.

Simple, Comprehensive and a Great Fit

"We asked DMS to come and demonstrate JobFlow" says Iain "and were impressed by the simplicity of a

comprehensive system which addressed all of our needs. We did look elsewhere of course and found other options that would have done a great job for us. Our choice to go with JobFlow was because operationally it was a better fit than the others and represented great value for money".

From Pens to Phones

Limburn began using JobFlow with their existing digital pens which made the transition in the field very smooth. However, Iain's plan was to move to the JobFlow App over time and started to introduce phones to some of his engineers. "Using the App makes so much sense for us. Engineers now only need one device to receive jobs, record them and make calls or emails to communicate specific messages between them and the office. They can also use their phones to take photographs to show work done or to report problems, all sent straight to JobFlow and attached to the relevant job number."

Installation and Training Straightforward

DMS installed JobFlow at LBHS with no disruption to the office and training was straightforward. Julian Clarke looks after the majority of LBHS' planning. "Julian took to it like a duck to water" says Iain, "and his team found it straightforward too. After the training, John left us with an 'Idiot's Guide' which has answered most of the questions we have had since then".

Looking to the Future with JobFlow

"We are really pleased with JobFlow" says Iain, "It meets all our current needs and John and the team are very responsive with answers to queries or to make tweaks where we need them. I expect JobFlow will easily support us through our current growth and, if the service remains as responsive and reliable, I can see us using JobFlow way into the future too".