



Now that's what I call "ServiceMan"



Client Case Study

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The Client

MHL, based in Colindale, London, are a Plumbing and Heating engineering organisation that service the needs of more than 5,000 private customers and 6,000 Housing Association residents in the UK. Established in 1983 MHL's 18 engineers, 7 apprentices and their head office support staff provide installation, heating, and plumbing services to the domestic market, and heating services to the commercial market. They are accredited by Gas Safe, BN EN ISO 9001:2000, BN EN ISO 14001:1996, OHSAS 18001, HVCA, and Quality Mark.

The Challenge

With the growth of MHL's customer base and increased legislation Dave Manley, Director, recognised the need to review and improve existing systems to ensure MHL's business was equipped to meet their current demands and had the ability to successfully manage future growth. Specifically the challenges that MHL faced were addressing their obsolete systems which were not providing the appropriate level of functionality or integration that MHL required to,



- Manage their increasing database to deliver the highest possible service and operational efficiencies.
- Meet the increased reporting requirements coming from the Housing Associations that MHL traded with.
- Demonstrate and manage compliance particularly in relation to C12 gas certification
- Ensure the optimisation of appointment scheduling in line with the size of the customer base.
- Manage job workflow and enable engineers to communicate essential information, whilst on the job, back to the office in real time.

MHL's largest client Stadium Housing, which is the largest member of the Network Housing Group and services properties across Greater London, recommended a solution to them. However, after reviewing the solution MHL found it did not meet their specific requirements and felt there might be a more cost effective solution available in the marketplace. Dave had previously worked with Warna and knew that they were already in the process of developing a new service management software solution targeting the plumbing and heating engineering market.

The Solution

With this in mind MHL approached Warna and they agreed to pilot their solution, **ServiceMan** and helped to refine this based upon their specific needs and their valuable industry knowledge

After an in depth review Warna finalised **ServiceMan** which comprehensively met MHL's requirements and provided them with the functionality to achieve operational success and at a competitive price.

ServiceMan is a modular based fully integrated system that gives MHL a platform to manage resources, clients, reporting and invoicing.

The **Call Manager** application gave MHL the following functionality,

- **Service Call Management** – This tool allows MHL to identify the type of job requested eg full maintenance contract, a 'on-off customer', repair, CP 12 customer etc. Engineers can then, via PDA's, report on the status of the job, record parts used or required etc
- **Engineer Scheduling** – increased visibility of both customer information and the engineers activity has enabled MHL to optimise the scheduling of their jobs and increase output.
- **Powerful Management Reporting** – MHL are now able to automatically produce the specific reports they require both internally and for the Housing Associations they service.
- **Accounts software integration** – the information MHL require to generate invoices is automatically sent to head office for verification straight from the job.
- **Customer web reports**



“This was a critical introduction for MHL as it now enabled us to electronically record all of the required customer data including customer details, service history records, the ability for our engineers to automatically update and amend changes to customer contact details etc. With several thousand customers and growing the automation of this process and removal of paper based systems has transformed the way we manage our service calls, scheduling and database management. Our customer service has improved through improved scheduling and call management and we have been able to reduce our operational overheads via a reduction in staff.”

Dave Watson, Contact Manager, MHL.



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The CP12 gas certification management module automatically books the required annual CP12 customer appointment based on due date

Once booked the CP12 management system enables the MHL engineers to provide critical end to end reporting on this type of call, including automatic call escalation information where necessary; the ability to produce CP12 certificates; scan, copy and send CP12 certificates back to the office in real time. This information is then automatically stored on the system and enables MHL to provide the necessary proof of certification if and when required.

Dave Manley said, *“It is a legal requirement for Housing Associations and tenant properties to have CP12 gas certification checks every 12 months so with a large percentage of our business coming from these markets it was vital that we could seamlessly manage this process and automatically provide the necessary reporting. Warna have helped us to achieve this.”*

The Outcomes

Dave went onto say, *“the business benefits derived from the introduction of Service Manager have significantly helped our business. We have been able to reduce costs through a reduction in staff, we have become operationally efficient and we are able to seamlessly demonstrate accountability to our clients.”*

Next Steps

Following the success of ServiceMan MHL are now looking to introduce **ServiceMan Essential** which includes a **Parts Inventory Management** capability. This will enable MHL to log details about the incoming and outgoing stock both into the warehouse and to the engineers. Once the engineers have used the stock the system will report back and when necessary trigger a notification that a reorder is required.

Warna are also working with MHL on further customer service initiatives such as a new customer satisfaction survey feature via the engineers handheld mobile device and the integration of MHL’s new telephone system with their customer records to produce instant Caller ID.



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