Project Profile
Field Operations and Work Flow Management Solution

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FULL FACADE SOLUTIONS

British Gas/ECL Contracts specialise in the design, supply and installation of facade systems for both new build and refurbishment projects nationwide.

"adi Telecom helped us to recognise an opportunity to improve our day to day running as well as improving our carbon footprint. From the beginning and all the way through to the end. they were friendly. welcoming and always on hand to assist, ensuring that the system would fit within our business model."

Shaun Christopher
Office Manager BG/ECL

adi Telecom provides:

- Delivers a wide range of fixed, mobile and cloud, voice & data solutions

- Works with industry leading service partners such as Vodafone, EE, BT, GCI, Gamma and Microsoft

- Creates bespoke and integrated customer solutions

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adi **Total Engineered Solutions**
Group

The Opportunity

In 2014 BG/ECL started a technical discussion with adi Telecom regarding the re-engineering of the operational processes, systems and the mobile technology to support their field teams. Their existing national field operations consisted of:

- Site Managers across multiple locations - responsible for subcontractor quality and compliance, Health & Safety, job allocation and timesheets

- Residential Liaison Officers (RLOs) – responsible for the communication and liaison between BG/ECL and the management of the many housing groups that BG/ECL service and support

- Quantity Surveyors – responsible for surveys, quality audits and assessments on the many project.

The entire process was paper driven; with up to 30 different multi-layer / multi-page forms pre-printed in sizable quantities and distributed to the field teams. Most forms had to be completed on site, often requiring a householder signature and accompanied with multiple photographs. Each completed form was then returned to head office, the photographs printed and attached to the form. The contents of the form were then entered into an office computer system; before being sent away for long term (7 years) off-site secure storage.

The Solution

It became clear from the discussions with the team that this process was considered slow, inefficient, prone to delays and transcription errors. Also there were a number of instances where forms had not been completed correctly or were missing vital information. In addition, due to the wide range of form types in use and staff turnover, training, audit and inspection had become a significant overhead.

adi Telecom worked with BG/ECL to develop a mobile forms based process, deploying a complete set of e-forms in tandem with a range of ruggedised tablets and smart devices supported by a flexible EE 4G mobile data plan. To support the field activities, adi Telecom's cloud based server was configured to electronically output all the 'form data' in a range of formats to seamlessly integrate with BG/ECL's existing back office systems and processes without any modification to their existing IT infrastructure.

The Benefits

- Improved management control and tracking of the field engineering teams

- Reduction in 'back office' clerical activity, staff and the business' carbon footprint

- Removed the need to print, transport, re-key and store paper forms

- Faster response, job turnaround and reduced 'book to bill' time

- Intelligent e-forms codify the data entry process, reducing the need for training, improving quality, eliminating incomplete and inaccurate data entry

- All site photos and signatures automatically linked to the correct forms

- Real-time e-mail & data transfer with 'zero' transcription errors into the back office

- Greater flexibility allowing 'real time' changes to forms and processes

- Allows rapid development and deployment of new products and services

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