



FMe Property Solutions

Connected navigation with JobFlow increases efficiency at FMe

Faster response to customers and major efficiency gains are being experienced by property maintenance company FMe since they implemented a seamless end-to-end job management solution integrating TomTom WORK Connected Navigation with JobFlow work management software from DMS and Destiny digital pens.

The Company

Property maintenance based in Sheffield

FMe is a fast-growing property maintenance company established in 2008 and based in Sheffield. It has a large mobile workforce of multi-skilled tradesmen carrying out both planned and emergency maintenance and repair work on behalf of customers that include management companies and the property departments of leading retail chains, hotel and leisure groups. The company was formed and is run by directors Dave Richards and Mike Whyte, who between them have more than 40 years experience in contract building maintenance. They understand the importance of fast response times, good customer communication and of optimising the efficiency of mobile operatives.

The Challenge

Fundamental to be able to identify the nearest available driver

Based on past experience FMe decided that a fully integrated, flexible and scalable management system would hold the key to business growth and profitability. This needed to include a service management process covering all areas of the business backed by leading-edge telematics technology. Their widely dispersed team of tradesmen covers a large area from the Scottish border down to the Midlands. Service Level Agreements with some clients require a two hour response time and it was fundamental to be able to identify the nearest available operative with the necessary skills for the task and to have instant two-way communication with him. Good control over their mobile workforce was also essential and they wanted to be able to keep customers accurately informed of the arrival time of an operative. To complete the package they were looking for efficient back office processes to reduce paper-based systems, eliminate waste and support cashflow.

Essential: good control over mobile workforce

The Solution

Reduces empty return loads saving costs

Working with their IT provider and TomTom WORK specialist integration partner DMS (Design & Management Systems Limited), FMe set up a system that combines the three elements of Connected Navigation (vehicle tracking, navigation and communication), JobFlow service management software from DMS and the digital pen solution



from Destiny. The integration of the work flow between Jobflow and WEBFLEET was done simply through the specially developed application programming interface called WEBFLEET.connect.

The way the system works is that all jobs, whether planned preventative maintenance work or emergency jobs coming in through the call centre, are scheduled into JobFlow and then allocated to the appropriate operative through the TomTom WORK connected navigation system direct to the TomTom unit. Operatives then use digital pens to complete worksheets and the information is returned and updated to the JobFlow system. This enables automatic invoicing on completion of a job, which has significant benefits to cashflow. By its nature, the work of FMe includes a lot of reactive jobs, which result in operatives moving between several jobs in the course of a day. Using the tracking capability of the LINK unit in each vehicle and instant two-way communication through the GO unit, the control room is able to quickly determine which operative is nearest, available and with the right skills to undertake the task. This helps to eliminate wasted mileage, cutting fuel bills and reducing the company's carbon footprint. It can also be used to direct operatives to local sources of materials from merchants with which the company has an account, thus further cutting out wasted time, mileage and ensuring preferred rates. Once the operative accepts the job by a simple tap of the GO unit screen a worksheet is sent along with address details direct to the unit. He is then directed to the destination by the shortest route, safely, whilst also avoiding traffic on route. The actual time of arrival is calculated in WEBFLEET and on the TomTom GO unit, making it easy to give customers an actual and accurate ETA.

Greater efficiency has
lead us to exceed cus-
tomer service levels

"Integrating our job flow scheduling, digital work sheets and the TomTom WORK connected navigation system has created a seamless workflow which has made the operation much more efficient," says Dave Richards. "Our ability to respond quickly to customer needs and to keep them informed of progress helps us maintain a high level of customer service, and has undoubtedly contributed to retaining and winning contracts in a fiercely competitive market."