



**Clearwater implements
Kirona's Job Manager**
to increase its earnings
per operative.

Clearwater Group PLC provides products and services relating to water hygiene and treatment, engineering, pump services, consultancy and air hygiene. The purpose of which is to enable Clearwater's customers to meet health and safety, environmental and legislative concerns whilst maintaining asset reliability and compliance.

From its 10 regional offices located across the UK and Ireland Clearwater manages its 300 field based engineers that are delivering these high quality on-site services to its customers.

The company has been very successful and operates both as a prime contractor and subcontractor in many industries spanning Facilities Management, Local Government, Health, Social Housing and Hygiene Compliance bodies.

The Challenge

Clearwater's continued success meant that it soon began to outgrow its existing working processes and needed to adopt a strategy for managing its workload more efficiently.

In an average month Clearwater was carrying out around 11,000 jobs, leading to 30,000 written reports created in the field, using around 50,000 pieces of paper.

In an average month
Clearwater was carrying
out around

11,000

jobs, leading to

30,000

written reports created in
the field, using around

50,000

pieces of paper.

Not only was there a delay with paperwork being passed between the office and field workers, but this paperwork also needed to be re-keyed into an office system; creating significant amounts of admin work. And of course, some paperwork could inevitably be misplaced; creating problems for an organisation that is undertaking critical safety compliance work.

Clearwater's goals were therefore to reduce the operating inefficiencies within its working processes, allowing it to carry out increased workloads with its existing workforce. As well as improve the audit trail and speed of reporting for its end-to-end process.

The Solution

To overcome these challenges Clearwater decided that it required a mobile application for the field based workforce, which would allow it to transition from paper to an electronic way of working. As Geoff Griffith, IT Manager at Clearwater comments;

"We had our core Causeway office IT system customised to comprehensively manage our business processes, but it was limited to inside our office walls and didn't have an efficient workflow for our field engineers. We came to the realisation that we needed a software system to manage the field based processes and crucially, it had to be able to integrate with Causeway, for a seamless interaction between the office and field staff."



"The introduction of Kirona's Job Manager has led to a

10-15%

increase in our productivity and greater earning per field worker."

The Process

Field based engineers are now equipped with Samsung Galaxy Tab S, a 10inch Android based Tablet, protected from damage with a ruggedized case. From these they now sign onto the Job Manager mobile application each morning in order to download their allocated work for that day; giving them comprehensive details of where they need to go, what they need to do, and what information they need to capture during their visit to site.

One of the crucial aspects of why Kirona's Job Manager product was chosen is due to its flexibility. As Geoff explains;

"Several of the workforce management systems we saw were designed for simple field based processes – go here, fix this problem, and complete this form. However, our business is not that simple. Often we don't know the full extent of the problem until an engineer arrives on site. What might have been intended to be a 15 minute visit may take several days.

Job Manager's scheduler can allow staff to run over. Also, the mobile application can have as many data capture forms on the device as we configure. In the instance of the 15 minute job, only 1 or 2 forms might be needed, but for a job that gets extended, the engineer has an additional 5 or 10 electronic forms that give him all the necessary background and the capability to undertake the new work. There is now no need for them to return to an office or depot because they were ill prepared. This means, our field staff spend less time travelling back and forth and more time on site completing additional jobs."

The Outcome

Clearwater's project has not been without its challenges. One of the greatest was establishing and rolling out the best device to suit its workforce. But having overcome these by implementing the Samsung Galaxy Tab S the project has gone from strength to strength. As Geoff Griffith comments,

"The implementation of Job Manager has helped us to realise the key benefits we set out to achieve. Field staff spend less time travelling and undertaking administration, freeing up time for the core activities that we want them to focus on. Ultimately the introduction of Kirona's Job Manager has led to a 10-15% increase in our productivity and greater earning per field worker. We also now have visibility of how our field service is performing in real-time, whereas previously we wouldn't know if there were any problems until after the event had occurred.

Our next step is to expand the use of Job Manager to an additional 180 field workers in the organisation and to use more features of the software such as the electronic timesheets."

Speak to us

For more information about Clearwater's project or to discuss any of Kirona's products and services contact us at info@kirona.com or **01625 585511**.



General enquiries

Tel: +44 (0)1625 585511 Email: info@kirona.com

Head Office

Kirona Limited, Barrington House, Heyes Lane, Alderley Edge, Cheshire SK9 7LA