

Tudor halves administration time and cuts client costs too, with JobFlow



Renowned for its professionalism and honesty, the Tudor Group has been providing a wide range of commercial cleaning services to clients nationwide since 1983. In an industry known for high turnover of contracts and staff, Tudor is recognised for its exacting standards of work, the quality of the staff it provides and its commitment to doing the job right - every time. Tudor considers its clients to be partners and delivers added value to their operations, always looking for ways to improve efficiencies and cut costs through continual monitoring and improvement.



When Joanne Youd joined the Tudor Group in 2013, they were using paper jobsheets and a spreadsheet to record them; not very cost effective or secure. "Paperwork was damaged or lost from time to time" said Joanne, this could mean waiting for payment while disputes were resolved. I could see that we would benefit from going digital to reduce paperwork and get signed jobsheets back to the office instantly". Joanne tells the story ...

Mobile Applications Not Enough

We started looking at mobile apps for recording jobs. They captured data well, but didn't offer a back office system that would give us more control. We wanted a complete system, to fit every part of our business and from which we could run reports, for our own business management needs and for client information too.

Recommended by a Trusted Supplier

While we were hunting for a solution, a supplier suggested we took a look at the system they were using, JobFlow. They were happy with it, it was user friendly, offered the reporting function that we wanted and could link to Sage Accounts so we didn't have to rekey data. We decided to take it on for our bus stop cleaning operatives before rolling it out across the whole group.

Installation and Support

We needed a few tweaks on installation but all went well. And, we find we can always reach someone in support with our questions - even if they are on the beach on holiday!

Admin Hours Reduced

One of the things we wanted a new system to do was to reduce the amount of admin time spent on jobs. JobFlow has enabled us to cut admin days from two a week to less than one. Also an impressive reduction on our Carbon Footprint which is part of our ISO14001 accreditation. The staff are more content and we have increased the variety of work they are engaged in. No-one has lost out either, an initial concern for our admin team.

Operatives in Control

Some initial fear of change among operatives soon dissipated after training and a few weeks using their new

tablets. Rather than visit the office daily - to deliver signed worksheets and to collect new jobs - operatives use the diary on their tablet to see all their jobs for the next three days. This not only means they spend all of their time out in the field, they can also juggle their workload should conditions dictate. This puts them in control of their routes and empowers them to use their knowledge and experience to become more efficient.

Cost Savings for Client

Our operatives maintain the cleanliness up to 1,000 bus stops and stations in the North West; dependant on size and how busy each station is they could visit daily, weekly or fortnightly. They record all graffiti removal with before and after photographs, and alert any site damage to the client with photographs too, so that repairs can be arranged. This has allowed one client to reduce the time and cost of regional 'damage alert patrols' to utilising the time to other areas.

Emergency Response Sharpened

JobFlow makes it easy for us to attend sites quickly if a report is received of vandalism resulting in shattered glass or offensive graffiti, or where dogs or late night revellers have expressed themselves! We can alert the nearest operative, with before and after photos showing the efficiency of our response in our weekly client report.

Weekly Reporting

We run reports from JobFlow every Monday and date range from client requests, to give our clients a breakdown of the sites visited and work carried out. This helps us report our KPIs in a professional format with exact date and times. The reports are also invaluable to validate work against client inspection visits too.

"JobFlow is a professional solution, ideal if you need a signature on work before you get paid. It offers live reporting with great detail on the work done and it's easy to add jobs or divert operatives for emergency call outs. With everything recorded in the system, you won't forget to invoice for work! Would I recommend it? Yes!"

Joanne Youd, General Manager, Tudor Group