

Better Communication and a Faster Response - with JobFlow



Based in Croydon, Surrey, Logical Heating & Plumbing Solutions Ltd has more than 60 years experience in the Heating and Plumbing industry and serves domestic and commercial clients throughout the South East. A medium sized operation, LHPS holds dear to its values of reliability and professionalism and enjoys the friendly feel of a smaller company. Its fully qualified staff strive to provide the highest standards and their record of high client retention underpins the company's success.



For years LHPS used an American database. It didn't have the most user friendly front end and getting support from the USA was a chore with the time difference. A limited search facility meant it wasn't easy to find information and, being just a database, there was no invoicing facility; it simply held client and job details and printed jobsheets for engineers to collect and return when complete.

Paperwork Too Slow

Jools Owen, Accounts Manager at LHPS, explains that the system was holding them back. "We needed a much faster response for our clients and generating job sheets to give out to our operatives once a week wasn't enough. We knew that other companies in our field had systems that communicated job information to their operatives electronically and we wanted to upgrade too."

The Selection Process

We spent some time on the internet looking for suitable software to provide a match to our business. We settled on a short list of four packages and each company came in to pitch. JobFlow was one of the packages and, of the four, it was the most user friendly – a big consideration as our previous software was anything but! JobFlow designers Design and Management Systems provided a very good live demo and we immediately felt at home with the software. It was clear that JobFlow was going to be able to meet our needs and that DMS was a company we would be comfortable working with.

Recommendation Sought

Before going ahead, we approached other companies who were already using JobFlow for their experience of the system and working with DMS. Their response was more than enough for us to seal the deal.

Tailored to our Needs

During the DMS demonstration, we were assured that some tweaks we wanted, plus adding our certificates and worksheets to JobFlow, could all be done without problem. We were pleased that this was all delivered as part of the installation, as promised.

Fully Supported – In UK Time!

One of the things we appreciate about DMS is their support; there is always someone knowledgeable available to talk to and, they are in the same time zone!

Better Response to Urgent Jobs

Now we can book jobs in with specific times and locations. With JobFlow's search options it is easy to find things on the system so we can work much faster when a client calls. Work can be allocated quickly and urgent responses can be made in good time where required. We deal with a lot of estate agents who often require very quick work between tenancies on rented properties. Before JobFlow, that could be a nightmare to administrate and bring together. Now it is smooth, with the nearest free operative allocated to the site, with the job information on their tablet within seconds.

Operatives Embrace New System



JobFlow tablets are welcomed by operatives who get information sent to them live, rather than collect worksheets once a week with phone calls for urgent work.

Tablets also allow operatives to search for information held on JobFlow via Dropbox and to take/upload photos.

Faster Invoicing, Healthier Cash Flow

Because we get feedback as soon as each job is finished, with jobsheets signed by the client, we can invoice immediately. Previously we would have to wait for a week or so for jobsheets to arrive back in the office and then the process of pricing the work would begin. It could be another week before an invoice went out. Now clients are mostly invoiced the same day.

Client Queries Made Simple

With full information filed against each job number such as certificates, work sheets, parts and labour costs, images, site plans etc. it is easy to answer client queries, emailing copy documentation if required.

Would I recommend JobFlow

to other companies? – Absolutely.