

Real Time Data, Real Time Support - with JobFlow



Established in 1963, Tew Brothers is a family business that undertakes all aspects of building, refurbishment and maintenance work for commercial businesses and local authorities. The company employs all trades, offering a single point of contact for a responsive, reliable, cost effective service.

Tew Brothers is committed to developing the business to maintain its first class reputation, investing in its highly trained workforce to ensure staff are well motivated and genuinely care.



TEW Brothers, like many similar companies, used a paper system for its operatives in the field. Each week they would report to the office with complete job sheets for the office staff to sort, file and raise invoices. Here TEW Brothers' Operations Manager Jayne Alford gives her account of how JobFlow made a difference and how she finds dealing with its creators, Design and Management Systems.

Reasons to be Changing

There were a few key reasons for us to change systems. Major clients needed Work in Progress reports to meet their KPIs. Although we had always delivered, the flow of information coming back from the field to the office meant that our reports were rarely on time (sometimes a month behind). As the pressure to be more punctual increased, we started to experience growth in our business too; our system needed to change. We started to look around for something that would bring us into the electronic age, give us real time data and a decent back office system so we could say goodbye to the mountains of paperwork we were generating.

JobFlow Recommended

We were busy looking at other systems when someone from the industry recommended JobFlow to us. We were impressed from the start. Rather than a sales pitch, DMS gave us a live demo to show how JobFlow works and answered with confidence all of our questions

Like an In-House System

Of all the systems we saw, we felt JobFlow's back office stood out and would continue to deliver with growth. Plus, while other suppliers were a little cagey around the subject, DMS were happy to tailor JobFlow to our needs. This has been an ongoing benefit; it almost feels like an in house system with the number of tweaks we have had!

Smooth Rollout - in a Week!

We rolled the system out in less than a week. After first training the office staff, DMS trained 10 different operatives each morning for four days and sent them off to use the system live, no dummy runs! It ran smoothly

from the start; our only headache was running the old system alongside it whilst existing jobs were completed.

Fewer Office Visits

The operatives could see the benefit straight away. Previously they came into the office at least once a week, to collect or deliver jobsheets and timesheets. If there was additional paperwork for a job they would collect that too. Now everything is managed electronically in JobFlow, they have more time to spend in the field.

All Information in One Accessible Place

It is simple for the office to communicate additional information for a job by simply adding it to the system for the operatives to pick up on their tablets. And the link with Dropbox means that documents and images can be loaded to the job record in JobFlow in no time. JobFlow holds things like Risk Assessments too, easy to update and for operatives to access them on their tablet.

Taking the Panic out of Urgent

When we had an urgent job, we would need to find a local operative then phone and explain things to get them on their way. Now we can see operative locations to send immediate alerts; our response is quicker and the job can be properly documented and sent electronically.

Real Time Data

Now we can get our WiP reports (and many others too), whenever we want them, from a system that is rich in live data. Our key clients get the reports they need, and we are better informed to manage the business.

Real Time Support

One of the refreshing things about JobFlow is the support. Rather than wait 15 minutes on the phone to log a call for a 48-hour response that takes a week to materialise, DMS staff answer the phone straight away. What's more, they know me and my company and the unique features of our bespoke installation. And... they help me - there and then! You can always get hold of someone at DMS and nothing is too much trouble.