

Refrigeration and Air Conditioning Specialist Saves Time with JobFlow



On the A679 between Blackburn and Accrington, Universal Cooling Refrigeration and Air Conditioning is perfectly placed to serve the north west. The company has expanded through determination and commitment to its customers to become a major player in the sector. Universal has built up an extensive knowledge of the air conditioning and refrigeration market and is committed to helping the environment. The company uses environmentally neutral refrigerants, coupled with the latest energy efficient equipment for reduced Co2 emissions.



Refrigeration
Air Conditioning
Heat Recovery
Ventilation
Underfloor
Heating

We asked Natalie Lysons, Service Manager at Universal, to spare some time to answer a few questions so a case study could be written about her experience with JobFlow. Natalie insisted on writing a summary herself, and here it is ...

Saving Time by Going Paperless

Job flow has many benefits, the biggest benefit being the time we have saved on going paperless, we no longer have big paper trails to go through every day. We also find it very useful being able to see the engineer's job report as soon as the engineer sends his job back from his android device. Having the engineer's report back the same day enables us to quote any repairs and invoice the work the same day if we needed to. JobFlow has a much quicker turnaround with every aspect of our paperwork.

Saving Time with Fewer Office Visits for Engineers

With regards to the engineers' side of JobFlow, we find this also saves a lot of time, as all assets are already stored on the software therefore there is no need for them to keep filling in model and serial numbers over and over every time they go to sites, especially for maintenance visits where there is a lot of equipment for each job. Completing job reports in digital format means the engineer needs fewer visits to the office to bring in his paperwork, again saving valuable time.

Controlling Engineers' Van Stocks

Another benefit to JobFlow is the ability to control the engineer's van stock as and when he uses parts on jobs. We are able to replenish the engineer's stock accurately ensuring they always have a full van stock.

Time Saving Auto Measure Feature

The invoicing side of JobFlow also has an auto measure option which will auto measure all the engineers labour and parts used, which makes invoicing a very quick and

easy process. We then export to Sage which again, is a simple and quick process.

Engineers' Diary Gives Visibility

We also find the engineers' diary very useful as we can see exactly what jobs each engineer has planned, and has also completed previously, making it very easy to look back on, and pre-plan engineers' jobs.

All Job Details Efficiently Filed in One Place

JobFlow also enables us to add files to jobs such as pictures, invoices, photos etc. these are stored there forever which makes it a very handy for archiving, saving cupboard space in the office. Having all files saved in one space along with the job report and invoice info visible makes it very easy to look at every aspect of the job in one place, rather than having to dig paperwork out, check multiple systems for information and emails for correspondence. JobFlow does all the organizing for us making it very efficient.

Time Saving Colour Coded Job Status

We also find the colour coded job status system very helpful as we know exactly what jobs are complete, what is outstanding, what needs a quote etc. which is great to see at a glance without having to open the job and read the report. All completed jobs go straight through to be invoiced which again, is great and saves lots of time.

Time Saving!

All in all, the main benefit of JobFlow is the valuable time we save every day. The system is very effective and doesn't have any running issues. We would recommend JobFlow to any company with a field of engineers and lots of paperwork to process. JobFlow takes all this away from both the engineer and the office staff. The staff at DMS are always very helpful if we do have any issues and these are resolved immediately.