

CASE STUDY

Large FM Company



mpro5 helps facilities management company win business

Managing 50,000 staff to carry out a diverse range of services from cleaning and waste management to pest control, washroom services and maintenance is the huge task undertaken by this large facilities management company, every single day.

With prestigious clients, including Tesco, Debenhams and The Science Museum, there is simply no margin for error, which is why they chose to do away with cumbersome paper reports. The company needed a trusted, innovative solution that would strengthen their mobile workforce and give them capacity to grow. mpro5 was the obvious solution.

The innovative solution

The simplicity with which mpro5 lets staff track and confirm their jobs through Smartphone or tablet and then synchronizes information via the cloud was an instant draw. The team at mpro5 worked closely with the company to tailor a system that not only met their immediate needs, but also provided smart solutions to ongoing issues of reporting, auditing, scheduling and planning.

This, coupled with the transparent subscription service, meant that the company could roll the service out immediately and calculate their return on investment within months.

Greater efficiency and productivity

First off, mpro5 helped the company to increase productivity and efficiency by improving their management of schedules. Previously, an Excel spreadsheet was all they had to allocate tasks and confirm completed jobs; a highly inadequate system for a company with more than 50,000 employees.

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With the help of mpro5, tasks were managed and allocated, so nothing slipped through net. Each location differed greatly and with the help of mpro5, staff Smartphones were programmed to alert them to the most urgent tasks and let them know about overdue, incomplete or upcoming jobs.

Complete business visibility

Once tasks were completed, mpro5 helps staff produce detailed reports that give everyone greater visibility of the amount and standard of the work completed. Everything from signatures, to comments on the quality of work or additional problems can be recorded in one simple mobile solution. The data is then synchronized via a cloud immediately, and available for office-based staff to deal with any issues straight away. With mpro5, the company have peace of mind that they can offer their clients service level agreements that they will meet every single time.

Simply smarter all round

mpro5 helps the company to continually raise the bar of excellence by giving them complete visibility of every area of the business. Through detailed reporting built into the system, they can monitor performance and trigger notifications when tasks need to be completed. Clients have complete confidence that Servest understand exactly what's going on in every single location and can pull up information about specific tasks immediately.

Discussing the effect mpro5 has had on his business, the operations director comments, "The fully integrated mpro5 system has significantly increased our productivity. We're now more responsive to clients and manage day-to-day tasks more effectively by doing away with time consuming paperwork and filing, which is saving us money! Not only that, we've won contracts because we're "simply smarter".