



Make complex jobs  
simple with **mpro5**

**mpro5** is a digital transformation solution that improves operational effectiveness, ensures process compliance and drives productivity gains and cost savings for businesses. Sounds good, but what does that mean in practice?

How can a smart digital solution improve your everyday operations and make you more productive?

**mpro5.com**

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### 3 What is mpro5?

An innovative, configurable platform that unifies cloud, mobile and smart technologies to enable the quick implementation of tailored, digital processes, turning complex jobs, workflows and scheduling into simple, effective and continuously compliant processes.



#### **The platform**

Cloud based for efficient data storage and process automation



#### **The app**

The tools your team need to do their job, collect data and evidence their work for increased productivity



#### **The database**

A single source of information, leveraging your data in real time for greater operational agility



#### **IoT**

Sensors give you continuous insight into your site and allow you to deploy teams reactively to tackle issues before they become problems



#### **Full integration**

Unify pre-existing or legacy systems, connecting your data silos and other software. Create new foundations without ripping up the floorboards

## 4 Improve operational efficiency



Adopting **mpro5** allows you to immediately start working smarter, not harder. Live data is taken from a combination of sources that could include IoT sensors (Internet of Things), the **mpro5** app on staff mobile devices and customer call buttons, all seamlessly managed through the **mpro5** platform.

Automated alerts and remedial actions can be triggered and tracked, making sure nothing falls through the cracks. This lets your teams focus on doing the best job possible.

## 5 Enhance compliance



Process and legal compliance is made simple by workflows and audits that are easy to follow. Join your audits, data capture, workflows and reporting on one platform, ensuring remedial actions are taken before issues develop into serious problems.

Live data on your compliance lets you become proactive in meeting requirements. The platform also creates a full audit trail backed by water-tight data, time stamps and a clear progression history for jobs.

## 6 Dynamic data

Having reliable information on every aspect of your operations is invaluable. Our platform will visualise this data on dynamic Power BI dashboards to give you live and historical overviews that allow you to spot trends and make informed changes to operations.

This can be drilled into or sorted under any parameter to investigate further and identify correlations. A single source of information makes your data reliable and useful, both of which are near impossible to achieve using paper and legacy systems. Dynamic data drives change in the areas that really matter.



## 8 Cost savings



As well as leveraging your data, improving your operations and driving productivity, **mpro5** provides the opportunity for cost savings. Printing costs and precious staff time can be recovered, as well as costs associated with compliance and litigation.

## 9 mpro5 in action: Rail



Northern Rail is the first franchise to adopt SQRs (Service Quality Regimes) and having a fully digital, smart compliance platform alongside them has made this possible.

Auditors and operational staff at Northern use **mpro5** on their devices to follow instructions, record their work and conduct audits via the app.

Saved staff time and increased efficiency have empowered staff to deliver the best customer experience possible. Northern has restored trust in the SQR data they provide to Rail North Partnership (RNP) and has since been able to make a marked improvement on these scores. Northern report that they have enjoyed productivity gains of up to 25%, with no drop-off in quality of service.



25%

productivity  
gains

## 10 **mpro5** in action: Healthcare



**mpro5** gives this NHS Trust unprecedented visibility across its estate and a new Works Management System (WMS) that can handle the reactive tasks raised with the Trust's FM (Facilities Management) helpdesk.

Its platform also monitors the status of compliance for all statutory risk types, both holistically and on a site-by-site basis.

This allowed them to switch off an obsolete system and provided a solid foundation to start expanding the use of our software across the Estates department. The first addition was a more detailed fire door check process, and the Trust will soon be using the platform as its National Standards of Cleaning auditing solution, allowing them to retire a system it has struggled with for years.

## 11 mpro5 in action: Retail



For the past 10 years we have worked with one of Britain's biggest retailers to develop a specifically tailored **mpro5** platform. The client now has fully digitised logbooks, an enhanced operational process and can evidence compliance quickly and effectively.

Management can now spot trends, identify pain points and change cultural behaviour, to proactively improve their processes rather than simply passively recording compliance. **mpro5** has helped our client to streamline operations, reducing the total amount of checks by 63%.

The supermarket has also found itself less vulnerable to false insurance claims, better positioned to protect themselves from litigation and better able to comply with safety regulations, keeping themselves, their stores and their customers safer.



63%  
reduction  
in checks

## 12 mpro5 in action: Hospitality



For food service company Chartwells, the Daily Food Quality Audit ensures that they meet customer expectations safely, consistently and to the same high standard every time. Getting this wrong could have serious consequences for the health of their customers, as well as reputational, legal and financial repercussions.

We worked with Chartwells to develop a dependable audit solution that ensures best practice is implemented.

Chartwells now have a reliable and simple system for guaranteeing that they meet customer expectations for safety and quality. This includes checking if the correct medical diets are served to the right customers, if the right ingredients are being used and confirming food safety practice is being followed.

Staff have appreciated the change, saying that it makes these important processes easier to follow and provides better accountability. Real visibility of their data has empowered management to spot trends and change cultural behaviour. Chartwells can now proactively improve their processes in an agile manner.



## 13 What makes mpro5 unique?



Our clients benefit from an innovative, unique and configurable platform, that allows them to quickly implement, smart, tailored, digital processes, **that turn complex jobs, workflows and scheduling, into simple, effective and compliant operational processes.**



A flexible cloud-based platform



Integrates with your existing software



Rapid implementation from 30 days



A fully configurable solution and service



An affordable subscription model with no capital outlay

14 Tried and tested





Make the complex simple.

If you would like to find out more about how **mpro5** can benefit your organisation, visit: **[mpro5.com](https://mpro5.com)**