



mpro5.com

From paper to platform

mpro5 transitions logbooks
from paper to platform for one
of the world's biggest retailers



Retail



Logbooks are an essential part of many businesses, particularly those in retail. They are used to record all operations and evidence compliance, playing a central part in most audits and reports.

10

years working
with one of the
biggest retailers
world-wide

Despite the importance of logbooks, many businesses still persist with a mixture of paper records and legacy systems. These are unreliable and limited in their usefulness beyond slowly extracting the data for audits.

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

Our client now has effective, agile processes and full visibility of compliance. They have also generated significant productivity gains and cost savings, including over £1million in print costs. This has also helped our client in their commitment to more sustainable practices.

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%.

They have also found themselves less susceptible to false insurance claims and better positioned to recognize problems and resolve them quickly. Employees complete tasks by simply and correctly filling in their smart logbooks. Employees have also said that the transition to this new way of working has been surprisingly smooth and that they appreciate the clear guidance and accountability provided by workflows.



£1MILLION
ANNUAL PRINT
COST REDUCTION



TIME SAVED
ON DATA
ENTRY

63%

REDUCTION
IN CHECKS
NEEDED

Our client's logbooks were paper based prior to using **mpro5**. This meant that the veracity of the data was questionable, and it was tempting for employees to fill them out 'as and when' without properly following the process.

All this data was siloed into more than 160 paper logbooks across the company, making it difficult to navigate and impossible to visualize. It was no exaggeration to say that our client had limited visibility of their compliance data. Prompt and timely follow-up actions were difficult to implement and even harder to track.

Our client already used our software to manage housekeeping, cleaning health checks and auditing, but they decided they could leverage the flexibility of the platform for their logbook requirements.

All logbooks were digitized and integrated into their back-office analytics solution to view data in a way that was most useful to them.

The platform creates remedial actions for failures or incidences where they have not met standards, to ensure the proper response. The status of logbooks and remedial actions can be monitored in real-time on the app by management – from store managers to the Managing Director. All employees can log in to **mpro5** using their credentials via SSO (Single Sign On), meaning the implementation was simple and intuitive for users.

If you would like to know more about how our software helps retailers, visit: **mpro5.com**

“As a large food retailer with thousands of sites and with many health and safety checks to perform, you can see how doing this on paper caused plenty of headaches. This new digitized system for our logbooks is great because it’s easier to use, harder to get wrong and gives us much more useful information than a paper system backed by an excel spreadsheet ever could.”

John Lamont, Head of Capacity and Legal Operations