



# CASE STUDY

mpro5 transitions logbooks from paper to platform for Tesco





# INTRODUCTION

Our work with Tesco started over ten years ago, helping them with store cleanliness...

## A TEN YEAR PARTNERSHIP

Today, we have over 30 service lines with them, 160,000 users that have completed 90 million flows and scheduled 113 million tasks, with over 350 different workflows available for their use on the mpro5 app.

We have been working together for ten years to reach this point, but it took just three days to implement their first service.

We've delivered agile, effective digital transformation across Britain's largest retailer.

Together we have delivered value to our customers, process by process, creating a comprehensive, effective digital service.



**“This new digitised system for our logbooks is great, it’s easier to use & harder to get wrong” John Lamont, Head of Capacity**

## INSIDE THIS CASE STUDY...



### THE RESULTS

We've delivered streamlined, smart compliance and operations processes that have saved Tesco millions every year...

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### THE PROBLEM

Tesco were burdened by many manual, paper-based processes, which were hurting the business more than they were helping...

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### THE SOLUTION

Piece by piece, we converted processes into simple workflows that can be done on the go using our mobile app...

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A smiling woman with red hair, wearing a purple apron over a dark blue shirt, holding a tablet. She is standing in a grocery store aisle. The background is slightly blurred, showing shelves and other products. A semi-transparent purple rectangle is overlaid on the right side of the image, containing the text.

## THE RESULTS

We've delivered streamlined, smart compliance and operations processes that have saved Tesco millions every year...

## STREAMLINED, SMART COMPLIANCE AND OPERATIONS PROCESSES

Digitalisation of in-store logbooks allowed Tesco to cut the number of daily checks down by 63% and reduce the number of slips and trips claims made against the company by 60%.

Our automated corrective actions mean that as soon as an issue is identified, managers know about it and a job is assigned to fix the issue, closing the feedback loop and ensuring nothing gets forgotten.

But digitalisation has also had a profound impact on the company culture, driving much deeper insight into their compliance data, and providing employees with a tool they strongly feel has empowered them in their roles.

We have also saved Tesco £millions every year in paper costs, helping them to create more sustainable operations in the process.



**“mpro5 is the most agile platform in our business: it got us further down the line in 3 weeks than other systems got to in years.” Senior Legal Ops & Compliance Data, Tesco**

## THE PROBLEM

Tesco were burdened by many manual, paper-based processes, which were hurting the business more than they were helping...



## TIME CONSUMING, COSTLY AND UNRELIABLE

This made the data difficult to verify, and it was tempting for busy employees to fill logbooks 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 visualise for insight until the next audit.

Follow-up actions were difficult to implement and even harder to track.

As the business grew, this disjointed approach to data needed to be resolved in order to manage compliance better, protecting the business and customers better.

**“We needed to improve our reporting internally.”**  
Senior Legal Ops & Compliance Data, Tesco



A woman with long blonde hair, wearing a light blue denim shirt over a striped top and a yellow apron, is smiling and looking at a tablet computer. She is holding a white paper shopping bag. The background is a brightly lit grocery store with various fruits and vegetables on display. A semi-transparent purple rectangle is overlaid on the right side of the image, containing the text.

# THE SOLUTION

Piece by piece, we converted processes into simple workflows that can be done on the go using our mobile app...

## MAKING COMPLIANCE SIMPLE

**Piece by piece, we converted processes into simple workflows that can be done on the go using our mobile app.**

mpro5 was then integrated into their back-office analytics solution to view data in a way that was most useful to Tesco.

We also configured mpro5 to send out remedial actions automatically if something isn't right. For example, if a fridge temperature check is recorded as being too high, a maintenance team will be told what's gone wrong and where. The platform then tracks the job so managers know when the problem has been dealt with.

All this happens in real-time, giving visibility, driving actions and encouraging insight.



**“The ease of use in stores is a huge plus. Other systems are nowhere near as agile as mpro5.”** Senior Legal Operations & Risk, Tesco

It was important to Tesco that adoption of mpro5 was smooth and that their employees found it easy to use.

We developed ideas such as ‘Bring Your Own Device’ so that users could voluntarily use their own phone for expedience and familiarity.



## MAKING COMPLIANCE SIMPLE



**“When using other software we have, 90% of our colleagues say, ‘Why can’t it be more like mpro5?’” Senior Legal Ops & Compliance Data, Tesco**

### **Our Service Lines with Tesco include:**

- ATC (Ask The Colleague)
- Catering Audit & Service Credits
- Cleaning Audit & Service Credits
- 3rd Party Periodic Tasks
- Colleague Periodic Tasks
- Colleague Cleaning Logbooks
- Colleague Incident Reporting
- Distribution Cage Issues & Compliance
- Fire Safety Checks (Maintenance Team)
- Hot Food Counters – Temperature Checks
- Housekeeper Checks
- PFS Lone Worker Safety
- Recycling
- Safe & Legal Logbooks
- Security Audit & Service Credits
- Security Time & Attendance
- Store Controls Audit
- Tesco Mobile Audit
- Visitor Sign-In / Out

Thank you for reading

# Transitioning logbooks from paper to platform for Tesco. **CASE STUDY**

[www.mpro5.com](http://www.mpro5.com)