

TSG Building Services Case Study

TSG Building Services are a multi-disciplined building services and construction company based in Hertfordshire and work throughout London, the Home Countries and beyond. They have a varied client based including architects, developers, consultants, Local Authorities, Housing Associations and the private market and a turnover in excess of £30million. They pride themselves on being leaders in the sectors they operate within and are constantly striving to be at the forefront of the latest technologies.



Results

100%
of data checked

within compliance documents



integrated solution

utilising the integrated solution with Servicesoft

35hrs
approx

hours saved per week, per team

Challenges

As a contractor, we are responsible for over 100,000 properties across our 40 clients. We rely upon technology to keep us ahead of the game in terms of legislation and the increasing demands from our clients for optimal Contract Management control and meeting their modern high standards.

Our Servicesoft system has provided us with huge gains in efficiency and the parameters to stay within contractual compliance.

The one area we lacked full control over was on certificate verification. We knew there were issues with engineers recording incorrect responses, but we can get over 3,000 LGSRs per week which is a lot for a team to manually check 100% of, it only takes one to become a risk or result in a dangerous situation.

Solutions

High volumes

The integration with Servicesoft came at the right time for us, it was becoming impossible to deal with the volume of documents at our rate of expansion.

Monitor & improve

Issues are now easily found as they are flagged within the system, which previously could be easily missed. It emphasises HSE rules and gives us structure to monitor and improve.

Performance & training

It enables us to manage performance and training issues - flagging individuals who require up-skilling, and in which particular areas, which has improved our toolbox talks and engineer competency.

Giving us a commercial validity and efficiency gain.

The Benefits

Commercial benefits:

- Gives us a competitive edge in the tender process.
- It adds to our own USPs giving clients peace of mind and assurance they need.
- It gives us further level exposure in terms of asset detail.
- No issues with invoicing due to the transparency and real-time information, therefore, we get paid quicker.
- It is resulting in fewer return visits. 'Right first-time' results in cost savings.
- The innovation of the integrated systems we believe was a contributing factor to our H&V award win for Domestic Heating Contractor of the Year 2018.

Internal benefits:

- The system is thorough, checking 100% of documents and in real-time.
- Saved admin intensive workloads enabling resource to be utilised in other areas.
- This time saving reduced 2 hrs per day per team member to 15 minutes, resulting in a financial saving for our organisation.
- Assurance if there was to ever be a dispute the information is there at the touch of a button.
- Performance management, picking up training issues but also spotting trends so that we can ascertain if it is an issue with engineers or if it is a glitch within our own systems we need to solve.
- Enabling us to improve our toolbox talks and calls - engineers know they can't get away with lazy workmanship as we will see issues straight away. Mistakes, and not filling out the documents correctly, are starting to decrease as our engineers are educated and discussions are taking place. We are able to see the calculations giving that transparency.
- It is helping us to cleanse our data.
- Great tool to simplify the auditing process - We can now be proactive and are able to easily audit ourselves each year. When we next have an audit with Gas Safe we are confident it will be much easier as we can show properties and all related documents at a touch of a button, instead of manually sifting through paperwork.

The integration of the two software platforms has allowed us to become rigid and coordinated with our approach. Improving our own ways of working, giving us a commercial validity and efficiency gain.

Wayne Gill

Operations Manager - Mechanical, TSG Building Services