Servicesoft
Case Study

Servicesoft is the ultimate heating contract management and compliance tool for contractors, direct labour organisations and social landlords. Established in 2001, Servicesoft has been specifically designed to make the management of heating contracts more efficient and cost-effective. Through task automation, improved connectivity and mobile working contractors immediately benefit from reduced administration costs. Whilst giving social landlords an at-a-glance view of the situation in any of their properties at any one time.

Results

100%
of data checked

within compliance documents
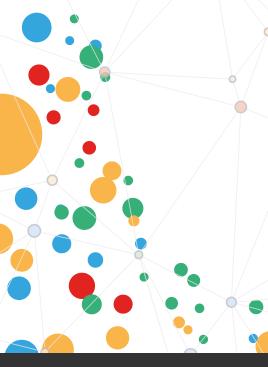
integrated

seamlessly

2017
working together

complete compliance system since 2017

Challenges

As a growing software provider, we wanted to focus on our core products and business objectives. It was part of our specification to validate many fields for our clients, on the gas side of things at least, but there were some questionable areas that TCW have more of a handle on than we do due to their expertise within the electrical industry.

We could, however, see the issues both our social landlord clients and our contractor clients were facing, the sheer volume of documents made it only feasible for them to sample check a small percentage and meant it was not done in real-time, we could see this was exposing them to risks. We wanted to ensure our clients had the best products available to get the best possible result.

Solutions

flawless integration

It was extremely important to us that any software integration would be flawless and user-friendly.

simplicity

The software reads any digital PDF and efficiently integrates with any system.

customer service

Dealing with the team at TCW made the integration simple and straightforward,

The software is a fantastic addition to our solution and is of great benefit to all our clients.

The Benefits

The benefits we have gained from having the software integrate with ours have ensured our clients receive a seamless end-to-end solution for compliance management. It has provided assurance to our clients and an increased efficiency enabling them to divert resource, cut costs and manage risk, thereby enhancing our offering.

For many of our social landlord clients, the fact our two software offerings work hand-in-hand has provided them with complete transparency and real-time compliance. They have found that documents contained errors they would not have been able to find via their traditional sample checking route.

They find working in real-time results in a quicker turn around of issues for their clients as the delays they used to face in getting access to their data are now banished.

Clients have also found the additional data the software provides enables them to extract asset performance information so that they can take an informed approach to their lifecycle planning.

For our contractor clients, the software integration has provided internal benefits giving full control over document verification on their huge volumes of documents. However, it has also resulted in commercial benefits, including a competitive edge with clients, and for TSG was a contributing factor to their Heating & Ventilation Award win.

Both landlord and contractor clients have also seen positive advantages of the software integration when it came to their audits. It simplified the process enabling the auditor to quickly and easily delve into any property showing transparency of working and assurance they were doing everything they could to mitigate risk.

The software is a fantastic addition to our solution and is of great benefit to all our clients.

The seamless link is saving hours of supervisory checking time, guaranteeing document compliance and enhancing client confidence.

David Riley
Managing Director, Servicesoft