IMPROVED EFFICIENCY FOR FIELD ENGINEERS

Celtic Surveys provides a complete water management service to commercial and domestic customers. Chloe Abrahams, Financial Director of Celtic Surveys explains how they have saved time and improved efficiency for field engineers and management staff following the installation of a Kelio Mobile time and attendance system.

The Challenge

"All our field technicians recorded the time spent servicing customers by manually filling in paper-based time sheets. Apart from the potential inaccuracies, technicians were not always punctual in returning their time sheets to the central hub. We really needed a system that would record the data in real time. This would not only save time for field operatives but would improve efficiency throughout the company and ensure that customers were charged correctly for every job."

The Solution

"The system we installed was the Kelio Mobile time and attendance system. Each technician clocks in at the start and end of their working day using their web-enabled smartphone. They also record the arrival and departure time for every job in real time. The phone transmits the data immediately to the server, which can then generate real time reports identifying which technician is on site and which job is being actioned. Detailed job costing reports ensure accurate customer invoices are generated by accounts. The data also includes geolocation, so if an emergency occurs, they can immediately locate the nearest technician and provide a more immediate response."

The Benefits

"The Kelio system saves time for all departments as it is very straightforward and easy to use. It's also interactive, so for example they can interrogate their own account, check their holiday allocation and make absence requests directly from their phones, which means they don't have to call HR to find out how much holiday they have left."

"I really didn't think that a system like this which provided the flexibility and personalisation we needed at a reasonable cost was available. Even the interface screen is personalised with the company logo and branding. I just wish we had this system years ago!"

EQUIP YOUR ORGANISATION WITH A BODET TIME AND ATTENDANCE SYSTEM TO IMPROVE THE EFFICIENCY AND PRODUCTIVITY OF YOUR STAFF NO MATTER WHERE THEY ARE. CALL US ON 01442 418 800.

SUMMARY

Overview

Industry: Water Management

Solution: Kelio Mobile software incorporating Self-Service module and geolocation.

Benefits

- Easy to use for staff clocking in while in the field
- Saves time completing paper-based time sheets
- Geolocation means the central hub can identify the location of each field technician immediately
- Integrated 'self-service' module allows staff to book holidays and time off
- Automated real time reports improve staff management and planning
- Saves time for payroll staff and avoids data entry errors
- Recently developed geofencing enables employees to be able to clock in within pre-defined geographic areas

About Bodet Limited

Bodet has provided Time Measurement products, Time and Attendance and Class Change Solutions for over 150 years.

This devotion to constant improvement has enabled Bodet to become the European leader in its sector.