

Case Study

M & J Electronic Security

Security up to the minute – without paper

O₂

Company Background

M & J Electronic Security is a specialist security company. They provide their customers with the total security solution, which includes CCTV systems, gate automation, access control, intruder alarms, fire alarms and security consultancy. The M&J Electronic Security service begins with an initial consultancy and follows right through to system specification, installation and the provision of an ongoing maintenance service.

The Challenge

After twenty years of business and despite using the most up to date technologies previously available, M & J Electronic Security still faced the same challenges that companies with a paper driven service team experience - lack of up to date information. This included capturing the duration time of each job, parts usage and engineer utilisation.

The single source of most of these problems was traced back to the use of docket books. "Even by streamlining our paper based procedures, our service and accounts systems were not updated until the technicians returned to the office to complete their paperwork" said Mark Griffin Managing Director, M & J Electronic Security.

The Solution

The paperless solution that they turned to was provided by Advanced Field Solutions and O₂. This solution allows them to connect with their mobile service teams and customers using a web based, service management tool and O₂'s Xda II devices, thus removing the paperwork from the equation.

The field engineer can see full details of the call and history of the customer before attending the site. On completion of the assignment the customers signature can be captured and photos added if required. All assignment information is instantly updated on the office database. The dispatch team has full view of all stages of the assignment.

The Benefits

- Instant billing before the engineer leaves the site.
- Enhanced customer service - up to the minute information to customers.
- Dramatically improved workflow.
- Instant and more accurate reporting functions.

Return on Investment

"We see more efficient engineers, more time capture, more savings and more billing. We experienced a productivity increase that had the product paying for itself within a matter of months of usage. Our aim is to provide the best customer service and we use this solution to direct our business towards this goal. "

For more information on solutions to benefit your business, contact our dedicated business team on 1800 2000 16.

"Our engineers, customers and back office staff are now able to work seamlessly together in real time. "

Mark Griffin
Managing Director
M & J Electronic Security

