



Job Worth Doing is the UK's leading home maintenance company and completes more than 200 jobs every day



THE CHALLENGE

With 1000+ tradesmen working every day of the week, 365 days a year keeping track of such a widespread mobile workforce was proving difficult, especially with more than 60,000 surveys completed each year.

Job Worth Doing (JWD) carry out a wide variety of home improvement tasks, both inside and outside of the home. From painting and putting up shelves, to plastering and plumbing, through to house extensions and loft conversions. In addition to their domestic clients they also undertake major kitchen and household installations for some of the biggest household names... companies like retailers Tesco and Next retain their services to work directly with their customers.

JWD have 13 centres across the UK. The team can reach 95% of UK homeowners within one hour and 99% within 2 hours. Consequently speed and efficiency in the surveying and quotation areas were critical. JWD pride themselves on having excellent customer service with an unequalled turnaround time.

JWD have been using a Digital Pen solution to ensure a speedy admin process. This was a system which relied heavily on back up admin staff which required managing to ensure that both the mobile workforce and factory based staff were kept abreast of the surveyors report.

THE SOLUTION

An iFormPro form was developed which brought together all previously used forms used by the surveying team. This provided a quick and structured method of gathering the required information using simple check boxes, drop down option lists, radio buttons and pre-filled data fields. Signatures and photos can now be captured and there is built in areas for surveyors drawings and notes. The completed forms are delivered direct to head-office where they can be directed to the appropriate work team.

THE BENEFITS

- ✓ Service paperwork back in 15 seconds directly from any site
- ✓ Reduce "Time Taken to Invoice" from 15 days to 15 minutes
- ✓ Take photos and annotate these before automatically embedding them into service forms (i.e. client sign-off of a failed asset / damage to an asset)
- ✓ Capture Google™ Maps location of where a form was completed
- ✓ Capture site plan drawings using form sketch tools
- ✓ Add voice memos to forms
- ✓ Improve service levels (i.e. instant forms = improved service)
- ✓ Customers can "self service" their own accounts using the client-branded iForm Pro Web Portal



iFormPro is so intuitive to use, our surveyors love it and being able to use our own brand gives a very professional outcome.

