Totalmobile

Coffey Group

Coffey Group is a diversified utility business involved in construction, water and wastewater treatment, metering, facilities management and property projects throughout the UK and Ireland.

Background

Coffey Group is a diversified business and is currently involved in construction, water and wastewater treatment, metering, facilities management and property projects. Coffey Group has a proud history in delivering projects on time, safely and within budget for our clients in Ireland since 1974 and in the UK since 1988. Coffey Group have been a customer of GeoPal for a number of years before transitioning to a Totalmobile customer in early 2021 (following Totalmobile's acquisition of GeoPal).

Challenges and Objectives

Coffey Group was looking for a technology solution that would be flexible enough to adapt and re-adapt as different scopes of work must be addressed. At the same time, they needed a solution that allowed them to successfully transition to a digital operational model, doing away with paper and repetitive, manual processes.

These unmet needs became a trigger, as the projects carried out by Coffey came to require mobile data capture in multiple formats. The solution adopted would have to allow Coffey to carry out Health & Safety audits and assessments in the most efficient way, eliminating paper-based processes.

Coffey Group set out to achieve a number of objectives including:

- Move away from paper
- Mobile data capture
- Pave the way for field analytics
- Record Health & Safety information in a reliable way

The Solution

Coffey Group worked together with GeoPal to design a solution that would make their field work information reliable and timely, while also addressing very specific client requirements, such as the ability to record GPS coordinates in an extremely accurate way.

On the back of captured field data, Coffey is able to run valuable reports, such as progress versus planned work, commercial reports and completion reports.

Coffey Group decided to implement Totalmobile as they believed:

- It is easy to use
- There is minimal training required
- It is flexible to reconfigure according to new news

Benefits

Coffey Group achieved a range of benefits from implementing Totalmobile's solution including:

✓ **Real-Time Data**

Information collected in the field can be sent back to the office in real-time. This in turn allows office teams to retrieve data, analyse it and plot possible areas where further efficiencies could be generated.

✓ **Flexibility**

Even after workflows have been configured by Coffey, they can be done and redone as needed with coding, every time they are working on a project with a different set of requirements.

✓ **Efficiency**

The easiness with which information can be retrieved in the case of a claim arising.

Results

- Easily configurable workflows
- Manual records replaced with digital records

"GeoPal is a mobile data collection system that allows us to write our own workflows in an independent way, without the need to email the GeoPal team every time you need to make a change. We can adapt the GeoPal app ourselves to suit our needs, it is incredibly flexible. The app itself is very easy to use, adding users is very straightforward, there is a minimal amount of training required."

David Gibbons, Project Control Engineer, Coffey Group

"GeoPal enables us to gather data easily from the field activities that we are carrying out. That data can then be analysed, allowing us to pinpoint possible efficiencies. At the same time, GeoPal has allowed us to reduce the amount of paperwork, since we can use mobile data capture to record anything on a phone or tablet."

Sean Coffey, IT Director, Coffey Group

"With GeoPal, we are not just recording information, we can analyse that information andimprove the outputs on site. That compares with the record sheets that we were using before: you could analyse them, but it is a tedious process, you have to get someone to manually input all the data onto a spreadsheet or a database, so that you could then run reports on it. The additional problem we had with paper records is that they get stuck into a folder, they get put into a box, they are moved out into a container for archive and then they get dumped in 7-8 years' time. Whereas, with the information that we now have, it is there forever more and it can be accessed and assessed as often as we want for as long as we want."

Alan Grady, Contracts Manager, Coffey Group
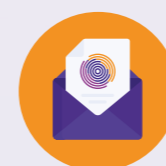
What's Next?

To learn more about our products & solutions, visit **https://www.totalmobile.co.uk** or contact us via the details on the back of this document.

Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

Belfast HQ

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111