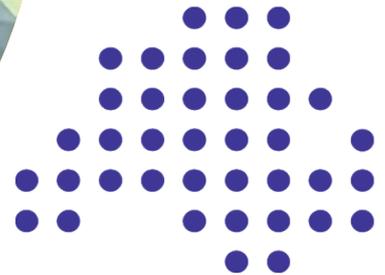




CASE STUDY

Clancy Docwra



Background

Clancy Docwra is part of The Clancy Group Plc, one of the largest privately owned construction firms the UK. Clancy Docwra's company mission is to be the most trusted provider of central services in the UK.

In order to achieve this mission, Clancy Docwra implemented Totalmobile across all contracts within the businesses used by their gangs and their operatives as part of a combined project named ClancyMobile.

Totalmobile were selected because their solution was found to be the easiest to use for gangs working out in the field. Offering an exceptionally flexible framework, Totalmobile allowed the creation of new workflows and forms without the

need to engage expensive developers, helping keep project costs low.

As part of an industry-first project to deliver realtime mobile works management capabilities to onsite workers, Clancy Docwra have leveraged consumer smartphones and Totalmobile's software to create a cost-effective information sharing and integration platform, that is redefining the utilities industry. As well as empowering work gangs to better manage their workloads and meet SLAs, real-time data helps raise safety standards onsite and provides a level of transparency that assists with resource allocation and planning, and does away with hundreds of paper-based forms that were used in the past.

Usability

Clancy Docwra chose to work with Totalmobile as they needed a solution that would simplify access to information for employees operating virtually anywhere in the UK. The user friendly interface has been critical to adoption. Employees are able to use the new system with minimal training, usually 1 hour, and most gangs can train each other in how to access and use the app. This is vital, especially with new gangs joining the company, allowing them to become productive almost immediately.

Where previous systems were designed around the data that needed to be captured for

central reporting and monitoring, Totalmobile prioritises the needs of work gangs in the field, focusing on usability to boost user adoption. Gangs claim Totalmobile to be "as easy to use as Facebook". And by using waterproof Sony Xperia smartphones running the Android Operating System, Clancy Docwra has been able to replace hundreds of different paper reports and costly ruggedised Windows portable computers, with a single app that fits in a Personal Protective Equipment (PPE) trouser pocket.

Customer satisfaction

Totalmobile is combined with the Clancy Client Interface System (CCIS) to share data with customers, even connecting seamlessly to their ERP systems and allowing them to realise the benefits of the available information in real-time. As well as helping streamline works management functions internally, clients can get real-time updates delivered directly into their own ERP system for further analysis, or via the dedicated Totalmobile client portal.

The closer integration has helped strengthen client relationships and establish a significant competitive advantage for Clancy Docwra in the crowded and competitive utilities marketplace.



"Totalmobile is a "system that gangs and operatives want to use. It makes their lives easier, it makes their jobs quicker, and they can get on with the work they need to do"

Head of Mobile



Efficient sharing of real-time data delivers cost savings for every party, and creates a framework for future value-added services that can be leveraged for further revenue opportunities in the future

"A number of customers have remarked that since deploying Totalmobile, the quality of the data we're providing them has vastly improved".

(Head of Mobile, Clancy Docwra)



Health & Safety

Totalmobile is instrumental in helping Clancy Docwra improve employee safety – the number one operational priority. The company's 2020 vision includes a "work safe = home safe" strategy and a 100% safety record goal. The enhanced information available to workers through Totalmobile is helping make significant strides toward that goal already.

Because of the inhospitable conditions in which gangs operate in, Clancy Docwra needed a solution that could deliver and collect information any place, any time. Totalmobile allows employees to access and update site plans quickly and easily, ensuring that team members are fully informed,

helping to raise health and safety standards and reducing accidental strikes – hitting buried gas pipes or electricity lines – during the course of operations. This means that teams are able to avoid creating accidental outages to other services and the fines that such incidents attract.

Totalmobile is even helping Clancy Docwra become a more socially responsible company, reducing the need for employees to travel back to base to collect project plans or attend meetings, and thereby helping to reduce the corporate CO2 footprint, for instance.

The Future

Clancy Docwra are better able to view and manage resources in real-time for existing projects, and to gain important insights that can be applied to future contract bids, raising efficiency and reducing waste to maximise profit margins. This data is laying the foundations for future Big Data projects which are expected to assist with trend analysis, and to assist with activities that will improve the national infrastructure.

The integration of real-time asset information with job information, delivered to on-site gangs is transforming the utility industry. Customers are increasingly awarding contracts to Clancy Docwra in recognition of the benefits provided through improved mobile working. The mobile team is now an integral part of the bid writing team, attending meetings at the critical stages of a contract award.

The Benefits

- Increased customer satisfaction and stronger client relationships
- Reduced paperwork
- Raised safety standards on-site
- Employees work more efficiently, with this intuitive system
- Reduced CO2 footprint
- Increased productivity



Totalmobile

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

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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