

Forecourt Construction Firm DBS Boosts Productivity 20% with BigChange

4 years ago



[BigChange](#) has helped DBS, a specialist in the repair and maintenance of petroleum forecourt structures and retail sites, boost operational productivity by 20 per cent.

The job management system has also improved customer service, cut office administration work by half, and improved workforce health and safety. The complete job management platform links field workers to back-office staff with real time tracking, scheduling and reporting.

DBS is a family run business that has been trading since 2000. Based in Southampton, DBS is a leading forecourt maintenance service company, specialising in the nationwide construction, branding, repair and maintenance of all commercial, retail, agricultural and petrol forecourt structures. Working with brands such as BP, Shell and MFG, DBS offers a range of construction services including steel erection and fabrication, signage, HIAB crane hire, roofing and cladding.

“Prior to BigChange we relied on spreadsheets, paper files and a large wall-mounted map. We work all over mainland UK and would update the map, manually each day, with magnets to show the current location of each gang and all our outstanding surveys and jobs. It was extremely time-consuming and left room for human error.” commented Emma Lamburne, Operations Manager at DBS. “We considered other systems before choosing BigChange, but they were either too complicated or not fit for purpose.

“We have up to six teams available to work, 24/7, anywhere in the UK, in addition to our survey team,” she continued. “Between them they can visit up to 40 sites a week so being able to track and share live ETAs is really helpful. The scheduling function allows us to respond to emergency callouts, whilst minimising disruption to planned works, and the HR features, including time sheets, holiday requests and staff

training, have all been well received by our staff.”

Using the BigChange job management platform, which incorporates customer relationship management (CRM), job scheduling, live tracking, field resource management, job finance and business intelligence in one simple to use and easy to integrate platform, DBS manages virtually every aspect of its mobile operation. Quotations for proposed work and invoices for completed projects are automated as BigChange integrates with the company’s accounting software, and field engineers can digitally complete Risk Assessment and Method Statement (RAMS) saving time, paper and the potential for errors.

Real time tracking allows back-office staff to keep customers up to speed and automated scheduling has allowed the company to be flexible with working practices. Digital forms and photo libraries are helping engineers and surveyors to share condition reports and feedback, which in turn is helping DBS be proactive with maintenance programmes and responsive to client requests for information.

“BigChange saves us time and money on every aspect of the business, and the support has been outstanding,” said Jacob Lamburne, Operations Director, DBS. “We’ve eliminated paper and all the administration dealing with it and in the office, we’re certainly twice as productive. BigChange has also had a big impact on our field operations with better scheduling and resource allocation, improved communication and real-time reporting. It means we can do more jobs during the month and I reckon we’re 20 per cent more productive now and that has a big impact on the bottom line.”