

Driving sustainability with field service tech

2 years ago



Precision Facilities Management is implementing a BigChange job management system to transform the management of its mobile operations and communications. The system incorporates customer relationship management (CRM), job scheduling, live tracking, resource management, job finance and business intelligence, in one simple to use and easy to integrate solution.

Precision FM covers the entire building and property management environment. Using the cloud-based software, the company hopes to make big changes to improve sustainability and reduce its environmental impact. A customer portal will also be introduced that allows Precision FM customers to self-serve, accessing compliance and certification documents, and tracking job status.

“Sustainability is one of our key business objectives for 2023, as is the ability for us to demonstrate the benefits that can be derived from this. This includes how we are reducing our carbon footprint and how we are helping our customers to do the same,” commented CEO Brij Thankey. “BigChange will be a major part of this journey helping us revolutionise the way we add support to our customers and add value to the services we provide. BigChange will also help us reduce our carbon footprint with reduced waste and more efficient journeys to and from jobs.

“Right from our initial conversations with BigChange, through to their support with implementation, we have been really impressed by the service they provide,” he continued. “We believe BigChange will be transformational in the way we work with customers, suppliers and our own team.

“BigChange will allow us to better streamline our processes by linking the servicing portal with our sales and CRM functions, and will empower our teams to offer our customers the innovative solutions they need.

Plus, all of the intelligence we get with the BigChange system will allow us to continue to improve the service we provide. We can't wait to get started!"

The company aims to be able to create daily schedules taking into consideration resource skills, routing issues and job histories before planning routes in the most fuel-efficient way. Real-time vehicle tracking and field engineers live-linked to back-office teams via their mobile phones allows for accurate ETAs to be calculated and shared, and changes to schedules or emergency call-outs can easily be incorporated.

An integrated customer portal will allow Precision FM's customer to access the information they need, such as audit requirement, onsite compliance and certification documents, service histories and invoices, when its required and in an accessible format and live track work in progress. BigChange will also allow management to track SLA's and report on job success rates, monitor agreed KPIs, identify patterns and highlight areas for investment or remedial spend.

Precision FM offers a comprehensive service including all aspects of interior and exterior facilities management. Specialist teams deliver services including cleaning, ground maintenance, workplace solutions and security services, across the UK and Republic of Ireland.