

CUSTOMER SUCCESS STORY

BIGCHANGE DRIVES PRODUCTIVITY GROWTH AT MCDOUGALL GROUP BY 17%



you'll love JobWatch & your customers will LOVE you

"We chose BigChange because we were looking for a fully integrated system between vehicle management and job scheduling, with the ability to invoice and ultimately track orders all the way through from start to finish. With previous systems there was always paper involved somewhere so we were looking for one system that was completely paperless, giving us real control and providing a proactive experience for the end customer."

Multi-Trade property service company The McDougall Group has boosted the productivity of its mobile workforce with the introduction of a BigChange service management system.



Providing all trades reactive repair services to social housing and new build sector, McDougall has equipped its tradesmen and engineers with smartphones and tablets running JobWatch, part of the all-in-one solution from BigChange.

McDougall services predominantly social housing landlords across central Scotland with a fleet of 30 vans and 4x4's operating from offices in Grangemouth and Glasgow. The entire mobile operation is managed using BigChange, with the cloud-based system handling all work planning, CRM, scheduling and reporting via Samsung tablets and phones. Integrated vehicle tracking and navigation provides live information for customer service with recorded data for billing, timesheets and driver duty of care.

David Robbie, Managing Director of The McDougall Group commented:

"The introduction of BigChange has had a fundamental impact on the way we operate."

"By automating job scheduling and routing, and cutting paperwork we have increased the number of jobs we can do with the same resources. Productivity has been boosted by 17 percent and mileage has been cut. It's a move to real time working which has allowed us to extend the working day."

Our tradesmen no longer need to come in to get their jobs and are now on site an hour earlier and Gas Landlord and Electrical Certificates are delivered to clients electronically as soon as the job is complete. Tenants receive an appointment for every repair and text updates at every stage of the process. Customer Satisfaction is completed electronically for every job completed."

McDougall provide a very wide range of services backed by a team of multi-skilled tradesman and workshop facilities. Jobs can involve anything from kitchen unit repairs to fixed leaking taps and boiler servicing, installation and repair and this adds a lot of complexity to subsequent billing. Records therefore need to be good. With a move away from paper-based systems, BigChange provides more accurate and up to date data which is vital for providing proof of service and dispute-free invoicing.

"BigChange provides valuable management information for tighter control over operations. Introducing new technology to manage work is a one-off opportunity to re-engineer the business. It basically puts the onus on our tradesmen to adhere to good working practices and proper procedures and that ultimately means a more professional, more efficient and better-organised business and taking a mandatory photograph of completed works introduces an element of self-auditing ensuring the standard of work left is always high."

BigChange provides a paperless way to plan, manage, schedule and track any mobile workforce with a seamless solution for managing the entire operation from quote all the way through to invoice. BigChange is a 5-in-one Mobile Workforce Management platform that combines a customer booking app, cloud based back-office CRM and job scheduling, a rich mobile app for the driver or engineer combined with real-time vehicle tracking. Easy and intuitive to use, customise and implement.

SIGNIFICANTLY REDUCE THE NUMBER OF DAYS TO RAISE AN INVOICE



BigChange
3150 Century Way
Thorpe Park
Leeds
LS15 8ZB
UK

4 EXTRA JOBS
PER
ENGINEER
OR DRIVER
PER
MONTH 

8 HOURS
OF OFFICE
ADMIN
SAVED 
PER MOBILE WORKER
PER MONTH

0 FAILED
JOBS 

SIGNIFICANTLY REDUCE
THE NUMBER OF DAYS
TO RAISE
AN INVOICE 

 **10%**
REDUCTION
IN FUEL USE


10 HOURS LESS
TRAVEL TIME
PER MOBILE WORKER
PER MONTH

GENERATE
MORE
BUSINESS 

YOUR
CUSTOMERS
WILL
LOVE YOU 