



CUSTOMER SUCCESS STORY

NIXON HIRE BOOSTS MOBILE WORKFORCE PRODUCTIVITY BY 20 PERCENT WITH BIGCHANGE



Since the introduction of JobWatch, paper forms and schedules have been replaced with automated electronic workflows that ensure the back office is completely in sync with the mobile workforce. Nixon Hire's engineers and delivery drivers receive work orders instantly via the JobWatch smartphone app, ensuring they have to hand all the necessary information to complete the delivery, service call or collection.

SIGNIFICANTLY REDUCE THE NUMBER OF DAYS TO RAISE AN INVOICE 

This is also reducing the requirement to return to the depot to collect work order paperwork or order parts.

Plant and equipment specialist, Nixon Hire, has transformed its customer service and boosted the productivity of its mobile workforce using JobWatch from BigChange Apps.



Following the implementation of the Mobile Workforce Management solution, Nixon has seen a 20 percent increase in productivity across its mobile workforce. The leading provider of plant, tools, accommodation units, portable toilets and site equipment has also boosted customer service, with a significant increase in On Time Arrivals and a rise in the number of jobs completed at first attempt.

JobWatch from BigChange Apps offers a paperless way to plan, manage, schedule and track Nixon's mobile workforce. This powerful web-based platform combines back office software, mobile apps, fleet management and real-time vehicle tracking in one simple to use system.



"With the support of JobWatch, every one of our fitters has boosted their productivity by around 20 percent. This allows us to further absorb company growth and efficiently deploy the current resources we have before we look at recruiting additional resources,"

"We get to where we need to be, when we need to be there, and we do what we say we are going to. This is also improving our customer service levels – evidenced by an increase in On Time Arrivals by more than 10 percent and a rise in First Attempt Job Completions by more than 5 percent."

Graham Wood, Group Logistics Manager, Nixon Hire

The JobWatch solution, which links to Nixon Hire's existing MCS-rm hire management system, has also allowed Nixon Hire to centralise the booking of service and maintenance requests. This gives customers a single point of contact. Work orders can be allocated intelligently – taking into account engineer skills, proximity and existing jobs, for example, minimising customer wait times and ensuring first time fix.

"JobWatch is adding tremendous value and return on investment for Nixon Hire, and the results really speak for themselves. The system has given the company a truly flexible and scalable solution that is a real source of competitive advantage."

Martin Port, CEO, BigChange.

In addition to the boosts in productivity and customer service, JobWatch is supporting Nixon Hire's duty of care for its mobile workforce with enforced daily vehicle checks, driver behaviour monitoring and motivational encouragement.



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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 