

# Can you implement Better Ways of Working?

Find out how we helped Millers Vanguard  
heat up first-time fix rates



## Recipe for success

Miller's Vanguard supplies food service equipment and maintenance to some of the UK's biggest retailers. Think of any major supermarket or high-street food store and there's a good chance that whatever they use to cook, bake or grill, has been supplied by Miller's Vanguard. It's an industry where people won't wait around, so quick responses are the order of the day, and those orders come in every minute, of every hour, 365 days a year. To make sure field engineers keep customers up and running in the heat of the moment, access to the most up to date service information is vital.



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**Mark Naylor**  
IT Manager  
Miller's Vanguard

## The Challenge

### More mobile and more effective

Miller's Vanguard is the country's leading service and maintenance company for the food service sector. It's an industry where consumers have more choice than ever and faulty equipment could mean a loss of business. Retailers demand super-fast response times, so it's no surprise that Miller's Vanguard needs to run a 24/7 service operation, all year round. To effectively manage its customers, Miller's Vanguard has a team of engineers running scheduled visits, a national call centre for third line support, plus an army of on-call engineers split across five regions in the UK. It's these highly trained engineers who need to be ready to respond to faults and failures at any time of the day, or night. Often out at customer sites, the field engineers used ruggedised PDA units to log customer visits, process stock orders and take customer sign-offs at the end of each job, but three years into a four year contract, the devices were ageing, so Miller's Vanguard began the search for a replacement unit. With a mission to provide high quality service to its customers, the business wanted something that wouldn't just replace the old way of working, but improve it. "We're always looking to the next level," says Mark Naylor, IT Manager at Miller's Vanguard. "How can we

provide a better service?" Not only did many of the company's engineers carry laptops and smartphones, as well as PDAs to respond to customer call-outs, but hidden away in the back of every engineers van, were costly printed product manuals. Another objective during the technology switch was to get rid of these manuals and deliver faster access to product data, all from one device. "There was a massive opportunity for us to digitise content," says Mark. "We knew a tablet device would make it easier for engineers to search and find the information they needed."

## The Solution

### Tough tablets

Vodafone already supplied Miller's Vanguard with mobile connectivity, so the choice of technology provider was a natural one. After discussing the options together, Vodafone's Better Ways of Working team worked closely with Miller's Vanguard engineers as part of a Day in the Life Of (DILo) programme. The field engineers gave Vodafone valuable insight into the practicalities of life on the road and tested out two different tablet options. Following the tests,

the field engineers opted for the Panasonic Toughpad FZ A1. Working from the Android operating system, the engineers chose the Toughpad due to its enterprise-grade security, large screen and durability.

## The Benefit

### Improving the first-time fix

Miller's Vanguard started the deployment of the Panasonic Toughpad in March 2014 and straight away saw a cost benefit. "We were printing 300 different product manuals twice a year, for every member of the reactive team, constantly trying to update information. The print run for each manual would cost £300, so over three years, we're saving around £270,000, just by switching to digital," reveals Mark. Now proud to offer an 85% first-time fix rate, Mark added: "Now the engineers have immediate access through their tablet device. This means our engineers have access to all the information they need at their fingertips, all the time. There are no wasted trips and engineers are better able to fix issues first time, particularly on out-of-hours jobs." One example of this was when an engineer was called to a customer site to repair a new piece of equipment. Arriving at 7.30pm, the engineer needed advice from the technical experts based at head office, which closed 30 minutes earlier. In the past, this would have resulted in the engineer returning to site the next day, but with the new Toughpad solution from Vodafone, the engineer had all the technical information he needed in the palm of his hand. Not only could the engineer make the fix first time, but Miller's Vanguard made huge time and cost savings, and improved customer satisfaction. Using the Toughpad, field engineers no longer need laptops and with everything digitised, they've freed up racks of van space from bulky manuals, so they can carry more essential equipment and replacement parts. The Panasonic Toughpad also has a large 10.1 screen, which gives engineers a clearer view of product information, with the ability to zoom into product shots or share images with colleagues. All of this has significantly

helped improve first-time fix rates explains Mark, "We've been able to better integrate field engineers with our central customer management system. Now, they can access a customer's history, see when a particular product was last serviced, or how it was last fixed. They arrive on-site fully prepared and ready to go. Our head office is also able to share updates or fixes with the field engineers. The whole set-up makes us more consistent and more effective." The next step is to deploy the Panasonic Toughpad with the scheduled maintenance crews. These scheduled visits used to be arranged to update software on customer equipment, including new recipes, but with updates on laptops and only limited laptops to go around, it could take months. Now, updates will be standard on all tablets, dramatically reducing roll-out times and improving the customer experience. "These guys work off paper-based schedules, impossible to read on a small PDA screen. We're creating a new tick-box system for the Toughpad, which will be much clearer and quicker." Working with Vodafone to create new "smartforms", Miller's Vanguard engineers will soon be able to sync live customer data with the central system. Mark sees the partnership with Vodafone as a broader shift to a more involved role for IT in the business. "Everyone is descending on IT asking us to help them. It has changed our role within the business. We're creating better ways of working."

### Why Vodafone

- Better Ways of Working (BWOW) is a strategic transformation programme that will help you keep up with the current demands for flexibility, ensuring you attract and retain the best talent.
- Using our tried and tested methodology, we'll look at your use of people, space, processes and technology. From this, we'll deliver a tailored workplace solution to help you work more flexibly, increase productivity and realise more efficiencies.



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IT Manager  
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## Miller's Vanguard

Miller's Vanguard is the UK's premier service, maintenance and equipment supply company within the food-service industry.

[www.millersvanguard.co.uk](http://www.millersvanguard.co.uk)

**For more information on our products and services,  
please go to [www.vodafone.co.uk/business](http://www.vodafone.co.uk/business)**

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