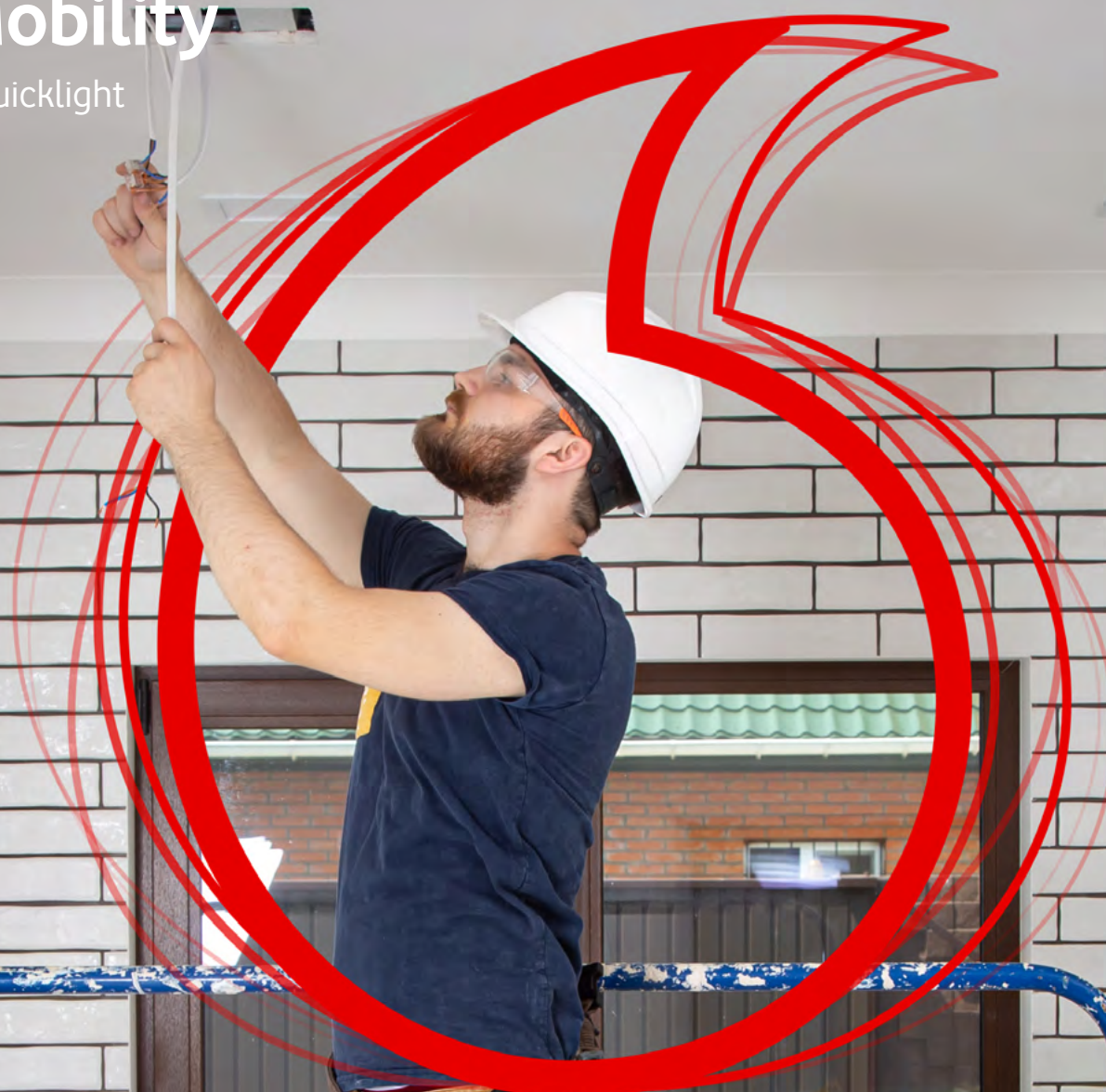


Vodafone Total Workforce Mobility

Find out how we helped Quicklight save an hour each day



QUICKLIGHT
LIGHTING MAINTENANCE • ELECTRICAL TESTING
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business

Keeping the lights on

Founded in 1992, Quicklight provides a lighting maintenance service that's quick. Trained engineers proactively visit customer sites every day, fixing outages and preventing potential issues. Quicklight's customers include major wholesalers, retailers, garages and even hospitals. So, whether they're based in Scotland or Cornwall, Quicklight works hard to ensure no customer is left in the dark. Engineers are constantly on the road. Because of this, the company needed a solution that could push schedules to its field workers and reduce the amount of paperwork taken to each job. Using Vodafone's Total Workforce Mobility (TWM), in partnership with TBS, Quicklight has improved the customer experience and saved valuable time in an engineers' busy day.



The Challenge

Engineering efficiency

It's easy to take lighting for granted; you simply flick a switch and it works. But what about the people who work behind the scenes to make sure every bulb and LED strip are always shining brightly. Quicklight is a lighting maintenance company servicing businesses across the country. Specialising in multi-site management, clients include well-known retail chains and large industrial wholesalers. "For our customers, lighting is critical," says Richard McCabe, Managing Director at Quicklight. "That's why it's important to us that we react quickly and provide a proactive service." With a nationwide operation, engineers are based remotely on a dedicated patch, allowing them to go straight to jobs and reduce travel time. Proactively visiting customer sites on a weekly basis, they check for faults and fix any outages. "It's important for the customer that we get to site with the right parts to replace and repair lights," explains Richard. Employing over 40 support staff and 85 engineers, the company needed a solution to allow the remote workforce to receive jobs straight to their

devices, and access information remotely. "One issue we had was the need for more and more supporting paperwork," says Richard. "Ultimately when you're employing an electrician, you want them to be making repairs, not completing paperwork." In an effort to find a solution that would empower field engineers to work more efficiently and reduce the amount of paperwork being carried to each job, Quicklight approached Vodafone, and partner TBS.

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Richard McCabe
Managing Director
Quicklight

The Solution

Total Workforce Mobility

Working with Vodafone and TBS, Quicklight were introduced to the Total Workforce Mobility solution, a suite of mobile applications to help engineers spend less time on administration, and more time doing their job. “We approached Vodafone to look at the solutions that were available and decided to choose Total Workforce Mobility,” says Richard. “We met with Vodafone and TBS really early on, and realised that they had a good understanding of what we were trying to achieve, and a good track record.” Vodafone’s Total Workforce Mobility solution provides Quicklight with TBS applications that allocate weekly jobs for the engineers. “Their jobs are matched to their postcode,” explains Richard. “Reducing the amount of travelling they do. Engineers are given a floor limit to work to. The help desk used to take calls from engineers to get customer approval when a job was over that limit. Now, with the Total Workforce Mobility system in place, this information is automated so the engineer can do it without having to call the office, which saves them time.” Vodafone’s Total Workforce Mobility solution also enables Quicklight to convert their growing paperwork into digital forms, so engineers can simply carry their Samsung smartphone. “It’s removed four or five critical documents, as we can populate a lot of them into the smartphones and create our own PDF’s,” says Richard. “We can populate all the customer prices into the system, which has really sped up the way the engineer can operate and from an audit perspective, if a client rings up and asks for any documentation, we can send a PDF version too.”

Why Vodafone

- TotalMobile from Vodafone helps increase productivity and efficiency.
- Enables a quick return on investment and a solution that can be easily applied across other functions and services.

The Benefit

Ready for the future

Since using Vodafone’s Total Workforce Mobility solution, Quicklight engineers have seen a noticeable time saving in their busy days. “I would say it’s made the engineers an hour more productive each day,” says Richard. “That means there is an hour more time for them to do actual electrical work, rather than paperwork, so we’re really pleased with the results.” By decreasing the number of documents needed for each job, Vodafone’s Total Workforce Mobility solution has made the engineers’ working life easier. It’s also had a positive impact on customers, who noticed a difference straight away. “It’s reduced the time an engineer is on a customer site,” explains Richard. “And that’s ultimately what customers want. Customers don’t have to sit and fill in the forms with us because we pre-populate so much, and we can send customers one email at the end of a job. It’s even helped us in customer presentations too, because it demonstrates to customers that we’re a good partner to work with.” Despite initially adopting Vodafone’s Total Workforce Mobility solution to improve remote working for the engineers, it also unexpectedly impacted the way the back-office functions. “We actually ended up going down the route of changing our CRM system,” adds Richard. “We realised the benefits would help the help desk as well, so it really has streamlined the way we work within the business.” With such a huge change for the business, Quicklight needed to ensure its continued success by choosing the right partners to work with. “When you are taking the risk of moving to a new system that’s going to operate everything, from your finance, through to your secure paperwork, you need to make sure that it’s going to be reliable, and we saw Vodafone as the ideal partner for that. The fact that we’ve worked with the likes of TBS and Vodafone, we’ll be able to move with any changes in technology. As a business we obviously want to grow, and Vodafone’s Total Workforce Mobility helps us prepare for the future, concludes Richard.”



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Quicklight

Quicklight leads the way in lighting maintenance, LED installation and electrical compliance testing. They service over 10,000 sites for more than 80 clients across many sectors, including the largest Retail Groups in the UK.

www.quicklight.co.uk

**For more information on our products and services,
please go to www.vodafone.co.uk/business**

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