



Electrical Safety Specialists plan visits better with JobFlow

Electrical Testing and Surveys was established in 1997 by qualified electrician Martin Eaton to offer organisations a specialist safety service to ensure lighting, electrical installations and appliances comply with current regulations and legislation.

ET&S operates from a retail front in Barking where three office staff manage and administer six specialist qualified electrical testers in the field. It has grown through recommendation and enjoys a reputation for high quality customer care and comprehensive report documentation.

Cumbersome, disparate systems

Like many other contractors, Martin developed a way of running the admin for the business using tools such as Microsoft Excel and Word to hold supplier records as well as those for his customers and their job details, with much information duplicated on a separate accounts package. The cross referencing between these disparate systems was a time consuming business. Job sheets were all handwritten, causing frustration when companies with jobs on several sites meant the same information had to be repeated several times. More time and frustration was involved in checking records to establish what work was completed on PPM contracts, to see what to do next.



Smooth and user friendly JobFlow chosen

Martin read an article on JobFlow in the specialist electrical press and wanted to know more. He liked the idea of a single system that was user friendly and could handle the flow of a job from start to finish, incorporating worksheets and providing reports for analysis. A short demonstration of JobFlow convinced Martin that it was up to the task. He looked at other systems too, but felt JobFlow offered the smoothest, most user friendly solution.

Quick installation and training

A single day of installation and data transfer by DMS had the system up and running quickly. Maureen Smith, who manages the administration team, soon developed a thorough understanding very quickly to become the font of JobFlow knowledge in ET&S!

Fear of change unfounded

“Like with any changeover, there was a little fear amongst the staff” says Martin. “Although our old ways were cumbersome and time consuming, we knew they worked so the switch meant having the confidence to rely on JobFlow to do everything. It didn’t take long to feel comfortable though, and the time we save using JobFlow, plus the control it gives me to run the business more efficiently are priceless!

Preventive maintenance made simple!

A huge benefit to ET&S was the PPM (Planned Preventive Maintenance) module that Martin bought with JobFlow. “The nature of our work means that most jobs are regular, preventive checks rather than reacting to problems. The JobFlow PPM module has made managing this work very straightforward. All jobs are raised on the system, up to five years in advance, with details of what is required for each one. JobFlow even calculates the schedule of visits to ensure they are evenly spread over the period. We can raise any work in JobFlow, no matter how far in the future, and forget about it until it comes round on the JobFlow schedule”.

DataScriber digital pens for the future



In the course of purchasing JobFlow, Martin has seen the other modules too, including TomTom WORK navigation and tracking and DataScriber digital pen and paper. “I can see the benefit of using digital pens” Martin comments “our current workforce is quite local but as we expand to employ testers further afield, the pens would be ideal as staff would not need to come into the office”.