



CHIPS Property Trade Services Business Work Order Distribution System

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Matthew Maggs (Technical Supervisor – CHIPS Property Trade Services)

INTRODUCTION



CHIPS Property Trade Services commenced as a plumbing business and recently has opened additional divisions to include electrical and pump services. As with most expanding businesses the number of service/technical personnel increased and the number of administration staff increased.

THE PROBLEM

Throughout this expansion, their administration workload had grown even more rapidly than the rest of the company due to the ever increasing number of work requests, and personnel that needed to be involved in this process. All work requests were entered manually, and the assigning of jobs to service personnel was printed. All service techs had to each morning go into the office to receive their jobs. The techs would also receive calls throughout the day of any new jobs which the administration staff organised. At the end of every day the techs would fill out their reports for each job and hand back to the administration staff who would then update the information into MYOB for invoicing. The techs would use the job number to order materials at supplier outlets, this made purchase order tracking very difficult especially when the job number was used multiple times. At the end of each pay week each tech would hand in their timesheets that manually filled in.



THE SOLUTION

Working closely with Chips' staff and management, e-Net Solutions identified all the frustrations Chips was experiencing and by analysing their processes and procedures was able to provide Chips with a work order management system (myFLO) that would overcome the work flow inefficiencies between service Techs and admin staff. myFLO is a system that has provided Chips with many benefits, firstly it relieved all of their frustrations, streamlined their processes to provide real time information flow and notifications. The system is structured in such a way to also ease of access to all information and documentation regarding a job. The service techs have the power to manage the job information on site via their mobile phones. All the information from the techs devices updated the system back to admin real time.



SUMMARY

Prior to the system provided by e-Net Solutions being implemented, Chips had 4 full time administration staff, and 1 part time administration staff, they were very reliant on paper, and if a work order went missing it was lost forever. After the system was installed, within a couple of weeks of utilising the system, Chips estimated that they would only need 1 full time, and 1 part time administration personnel to cope with the same level of work orders as they were processing prior to the system. That's a saving of 3 full time administration personnel!!

In addition, they estimate that their capacity to handle work orders has increased, without increasing their service personnel, because they are able to respond to requests quicker, and allocate their service personnel more effectively. The service techs now use their mobile phones to receive jobs, clock their times, add photos, enter item charges, create quotes etc. This means they have the tools necessary to complete more jobs in a day's work.

In addition to the direct savings, they also have the peace of mind that all data in relation to the work they are doing, is stored safely, and cannot be lost, and they don't have to worry about incorrect invoicing or data entry due to illegible handwriting.

“Implementing this job management system has made a big impact on our company’s job management work flow. We have been able to cut down our admin staff by 70% and at the same time increase our process efficiency and information accountability not only internally but with our clients. With the system there is no actual grey areas, because as events occur they are logged against the job itself, so there is no need to rely on any one person any more, as there is one point of information access. The system has become the administrator of the company, to minimize the amount of time wasted on each job, thus allowing us to service more jobs, and invoice the jobs quickly and efficiently as they are performed”

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