

“The system went from having a handful of users to almost 300 users within a couple of months.”

INTRODUCTION

Bradford™
for smarter environments

Bradford Insulation, a CSR company, is a leading manufacturer of premium energy saving insulation products.

Based in Sydney, Australia, they have operations across Australia and New Zealand. In June 2010, Bradford Insulation was contracted to participate in a government project to conduct safety inspections on 40,000 households throughout Australia.



THE PROJECT



Bradford Insulation needed to find a solution that could efficiently manage the required 350 inspections per day with each inspection having multiple report requirements. The reports required the inclusion of photos as well as electronically capturing signatures from both Inspectors and Householders. The project was subject to tight KPI's and extensive regulatory requirements. In addition the solution needed to allow the Call Centre Agents to schedule jobs to the 100 inspection teams (2 inspectors per team) throughout Australia efficiently to ensure they reached the 350 inspections per day target.

SOLUTION
myFLO
Business Framework

REQUIREMENT
A solution that enabled inspectors to complete and collate inspection forms and associated data via a PDA and a system to effectively manage this data and the scheduling of appointments across the country.

DELIVERABLES

- Fast implementation timetable
- Must meet government 'In Confidence' security levels
- Must be rapidly scalable
- Extensive logging, reporting and audit trails
- Provide an interface for external parties to access information
- Allow the effective management of location based appointment bookings

The short timeframe of the project meant that a fast implementation period was required and ongoing development to meet the changing needs of the project.

Due to the tight timeframes of the project, e-Net Solutions was brought in to scope out the project and gather requirements. As this was happening development and customisation work was also being undertaken to ensure the deadlines were met. Within approximately one month of commencing the project, the system went live. The scope and requirements of the project were evolving and ever changing, requiring ongoing development to be done throughout the project, with strict User Acceptance Testing and deployment constraints in place.

The project commenced initially with just a handful of people using the system, and within a couple of months this number had exploded to close to 300 users on the system each day. The system was heavily utilised in excess of 20 hours each day, with daily reports and extracts required to be run each evening and only a small window for maintenance and updates.

REALISED BENEFITS

- Efficient & Effective booking of appointments by area
- Ability to effectively manage remote bookings
- Single point of data entry
 - Extensive QA & QC validation checks
- Rapid development and deployment of new features
- Work flow analysis support



In addition the project required that the Government and other organisations had access to data generated from the project. This was provided via a secured online portal, which allowed users to search and have immediate access to relevant reports and information in their own time.

The system included extensive QA and QC steps to ensure that quality data was being provided throughout the project.

“myFlo enabled Bradford Insulation to effectively manage the entire project within the constrained timeframe and provide important, real time data to all parties involved.”