



Cleanair UK are able to focus their time on delivering a high level of customer service to their clients. Klipboard's easy to use mobility platform has enabled them to eradicate time consuming, costly paper based methods and allows them to easily take care of their business processes. This allows them to ensure efficient, productive processes are carried out for each and every job.

Background

Cleanair UK, a multi-disciplinary hygiene services contractor, offer a comprehensive range of professional cleaning services to both the private and public sectors. They offer services such as Kitchen Extract Cleaning, Fire Risk Assessments, Legionella Risk Assessments and many others.

Challenges

Cleanair UK have to comply with UK legislation on the forms and reports that are produced, including B&ES TR19 standards. They deal with reports and certificates on a daily basis, such as deep clean reports, ductwork reports and certificates of compliance which were all being produced on paper forms.

Along with these, documents such as cleaning checklists, job sheets and risk assessment forms were also all being completed on paper. A camera or camera phone would have to be taken to each job to capture any images and then be aligned with the correct job back in the office. Re-entry of data, scanning, filing of documents in the office was taking time, as well as allowing room for error with the data re-entry and lost forms.

“*Klipboard has already added true value to our business, saving time on our processes and allowing us to focus on our jobs. We have never been able to deliver our reports to our customers on the same day until now.*”

Andrew Kemp, Operations Manager Cleanair UK





Answer

Klipboard's mobile field service platform was brought on board to help Cleanair UK with the challenges they faced, both in the office and onsite. The tablet app allows for data to be captured on site, along with images and signatures, and sent back to the office in real time, reducing the time involved in the data capture process. Stylised PDF's can now be created in a format that suits the customer or job in hand, creating a professional document which can be sent to the clients instantly to speed up the time taken to complete the job.

Klipboard's easy to use Invoicing and Quoting completes this end to end process for Cleanair ensuring they can service their customers effectively.

Results

Klipboard was up and running within Cleanair UK's office in a matter of minutes, with little training required before the staff were happy to go ahead and utilise it. The platform has been invaluable for task allocation, scheduling, reports, job sheets, checklists, certificates and many more of the essential documentation within the business, previously all on costly, cumbersome paper based methods.

Klipboard has eradicated the need for filing space and increased the efficiency and productivity of the staff and, in turn, the experience and satisfaction of Cleanair UK's customers.



Schedule & Allocate from the Office



View Tasks & Capture Data on a Tablet



Complete, Review & Store in the Cloud