



London & Kent were looking for a cloud based system to set up an easy to use management and communication platform for their on site engineers. It was also to enable them to digitalise their paper based processes. Klipboard is a perfect fit for transforming their traditional methods into efficient digital processes and providing a management platform to improve their office to field management and communication.

Background

London & Kent Air Conditioning have provided gas and electrical engineering services to London and the South for over a decade. A highly qualified and experienced team working to ISO 9001 and 18000 standards, they are recognised as a Mitsubishi A1 Approved Business Solutions Partner.

Based in Kent they work throughout London and the south east and as far as Birmingham and the Midlands or Cardiff and Wales in the west for clients including the ExCel Centre in London, Harrods Apartments and Skanska.

They provide a dedicated and turn key approach to all the projects they work on, delivering exceptional quality, expertise, professionalism and long term support on all customer electrical engineering requirements.





Challenges

The main challenges that London & Kent Air Conditioning faced were scheduling daily tasks which were time consuming and admin heavy. These included a paper based scheduling system in which a spreadsheet would be manually emailed out to engineers on a daily basis and timesheets which were sent back by the engineers at the end of a job.

There were often difficulties with the return of these timesheets, creating delays with reporting and invoicing. Pictures taken on site had to be mailed in separately and then this would be added to the reports manually. All of the forms completed in the field such as the servicing reports, inspections and F-Gas certificates were completed on paper forms and then transported back to the office for manual data re-entry.

Answer

Klipboard was implemented within London & Kent Air Conditioning, providing an efficient management system for the scheduling and allocation of tasks from the office to the field engineer. Providing a digital way of documenting information in the field for reports and forms such as inspections, energy assessments, F-Gas certificates in line with the ACEA regulation standards which must be met. Images, signatures and information from the field is sent back to the office in real time where it can be completed and created into a PDF format to send to clients and stored within the cloud.

