



Case Study

London & Kent turned their field based operation paperless with a cloud based platform from Klipboard. They digitalised their processes and greatly improved the effectiveness of their team.

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, the Midlands or Cardiff and Wales, including the ExCel Centre in London, Harrods Apartments and Skanska.

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



The challenge

The main challenges that London & Kent Air Conditioning faced were scheduling daily tasks which were time consuming and admin heavy.

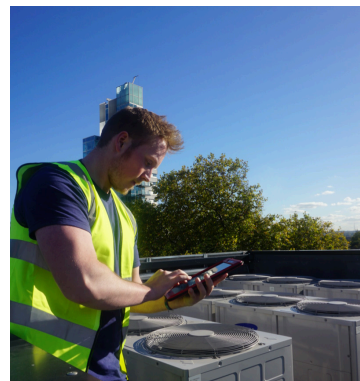
These included a paper based scheduling system in which a spreadsheet would be manually emailed out to engineers on a daily basis and timesheets which were sent back by the engineers at the end of a job.

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 clients and stored within the cloud.

The challenge

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.



[\[Read more on Klipboard's Drag and Drop scheduler\]](#)

This provided 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 formatted into a PDF, sent to clients and stored within the cloud.



Real time view of jobs in progress

Insight from the field in real time and instant access to job forms on completion.

Up to
50%
more efficient

Driving efficiency, increasing margins.

Improved job management and operations in the field.

Start streamlining your field service business today

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