

CORGI implements Blackbay Service Connect mobile software system to cut paperwork and improve efficiency by 30%

CORGI, the national watchdog for gas safety in the UK has successfully implemented Blackbay's Service Connect mobile software solution, cutting down manual processing and practically eliminating the scope for human error in its reporting process. The business is already seeing an increase in the time available for gas safety consultants and expects this efficiency to reach 30% once the service is fully established.

CORGI was founded to protect the public from the dangers of unsafe gas installations and carries out gas safety inspections all over the country. Their staff were burdened with an unwieldy yet vitally important admin process. Often results from safety audits required double-checking leading to large amounts of paper-based administration. Since moving to Blackbay's mobile data solution, Service Connect, their consultants have seen a dramatic decrease in paperwork which has meant they are now able to perform more audits, providing more commercial value as well as ensuring the safety of gas supplies for more people.

Blackbay worked closely with CORGI to design and implement the Service Connect solution around CORGI's processes, matching their business needs whilst streamlining its operation. The solution is specifically designed for field service management and provides service managers with real-time information on job events including key information such as onsite arrival and job completion. This enables organisations to efficiently and effectively manage their field workers and information flow.

CORGI's 60 nationwide auditors have welcomed the new system citing its usability. After some initial anxiety, users have now fully embraced the technology thanks to the systems simplicity and ease of use. The organisation expects to see a full return on its investment within the first year of implementation due to the increased time available for consultants to carry out their work. Following the success of this implementation, CORGI already has plans to extend the use of the Service Connect system to its auditing operations overseas as well as adding more features to the current implementation.

Matt Sharp, Resources Director for CORGI commenting on the success of the project said "CORGI's auditing business has been transformed with the introduction of the Service Connect Software, cutting manual processing and dramatically reducing the scope for errors. We chose Blackbay as a result of their commitment to deliver a robust and reliable solution in less than 6

months from signing the contract – a promise they have met. We have been thoroughly impressed with their ability to understand our business and deliver on our needs.”

Larry Klimczyk, Managing Director of Blackbay explained, “We’re delighted to be working with CORGI and look forward to developing this relationship further as we deliver real savings and business value to the organisation.”

If people have any concerns about a gas installer, want to check that they are registered and what they are allowed to work on call CORGI on 0800 915 0485. You can also report people you suspect for working on gas illegally to CORGI.

About Blackbay:

Blackbay delivers real-time mobile worker solutions that enable business process improvements to Supply Chain and Field Service mission-critical operations.

The Company is a market leader in the rapidly growing enterprise mobility market delivering mobile data solutions for over 12 years to a growing list of premium clients.

Blackbay’s core activity is mobile software application development, offering organisations significant return on investment based upon reduced costs, increased sales, improved productivity and service levels. Blackbay develops the services both on the handheld intelligent devices (PDAs and Smartphones) and the back-end infrastructure required to manage the service. The iConnect transaction server allows us to offer our premium customers a fully managed one-stop Mobile Application Service, a suite of mobility ‘products’. Our product line currently consists of the following:

Service Connect is a solution is specifically designed for field service management and provides service managers with real-time information on job events including key information such as onsite arrival, job completion and return to operation. This enables organisations to efficiently and effectively manage their field workers and information flow.

Delivery Connect enables the dispatch and management of jobs to drivers in the field via a wireless network. Dispatch is able to send jobs to the drivers and have the driver respond with acceptance of the job, followed by pickup and delivery information as soon as it happens.

Housing Connect is a business mobility solution targeted at the housing service business. The software provides off-site service, job management and inventory management visibility in real time.

<http://www.blackbay.com>

About CORGI:

CORGI was founded in 1970 to protect the public from the dangers of unsafe gas installations. CORGI is acutely aware that poorly trained tradesmen can give the industry as a whole a bad name and bad experiences can make people extremely wary when it comes to employing someone to install or repair a gas appliance. CORGI Services Limited provide consultancy services to clients providing gas servicing and installation services. Typical clients are Housing Associations and Local Authority Direct Labour Organisations (DLO's) providing gas services to their tenants.

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