

FAITHFUL+GOULD

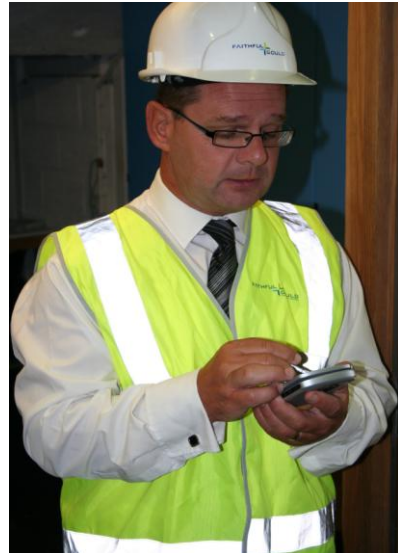
Building Surveying Case Study

Situation

- Faithful+Gould Building Surveying have a FTSE 100 client with over 1800 retail properties where they undertake high volumes of Health & Safety audits and Fire Risk Assessments.
- The combined risk assessment contains over 300 questions and was being completed by surveyors on site using laptop computers and digital cameras.
- Laptops were found to be too heavy and unwieldy for surveyors on site and meant surveyors had to base themselves somewhere within the property, and keep returning to their base in order to complete the assessment forms.
- All captured data was transferred from Excel spreadsheets into an MS database.
- Considerable management time was spent checking and verifying the recorded data prior to issuing the final reports to the client.

Solution

- Faithful+Gould Building Surveying selected Mobile Safety Solutions ('MSS') because they were aware of the success and benefits of another web based application supplied by 'MSS' for their Health & Safety team.
- Faithful+Gould Building Surveying liked the seamless transition of moving from their paper based system to the bespoke solution developed by 'MSS'.
- The PDA solution with its built in camera and signature capture overcame the problems experienced with the need to carry cumbersome laptops and separate digital cameras.
- The web based solution enabled managers to see in real time when risk assessments were completed, and reduced the time required to audit reports prior to issue.



Results

- No duplication of data input helping to achieve faster turnaround and savings achieved through reduced operator time and automated generation of reports.
- Instant Management Reporting which enhances service levels to Faithful+Gould Building Surveying clients. Business retention and New Business Development benefiting from leading edge technological solution.
- Improved audit trails with date and time capture, photographic evidence and signature capture.
- Fully centralised access for all registered users with password security
- Instant Management Reporting has reduced the management time necessary to check and verify reports prior to issue.
- Every survey is securely stored on a personalised web site and is available for reporting and analysis. Reports can be sent automatically as PDF attachments.

Simon Speight – 'Faithful+Gould Building Surveying' Project Manager said "Our surveyors need to record data whilst on site and we have benefited from the advantages which are provided by real time capture and processing of the information. Although very easy to use, MSS have provided a comprehensive PDA / Web based solution that has allowed Faithful+Gould to harness the mobile technology to create greater efficiencies through instant report generation".