

Linking seamlessly with customer systems is critical to CHS

A leading central heating systems business says that the transition to Appstation's Motivity Workforce app from Three-X was seamless, enabling the company to get on with their core business, safe in the knowledge they're using future-proof technology.



Central Heating Services (CHS) team of 50 engineers service around 60,000 properties in the UK each year. The core business is installing, servicing and repairing gas appliances, heating systems and associated equipment for private home owners, private letting agents and landlords residences. CHS are based in Farnborough, Hampshire, from where the company co-ordinates and manages all of their field operations.

David Ferguson of Verticalsoft Ltd, who manages CHS's IT systems and develops the company's bespoke back office software, says that CHS needed a new system that would not only slot in with them, but also link in with customer systems. *"Where we have a big contract with a council or housing association, we need the day-to-day information to flow into our customers' systems."*

Dovetail into customer systems

The challenge for CHS was that each of their large customers' systems was different. *"We needed a system that was flexible and could dovetail into other people's systems. A local authority for example will look after their own stock. Not only gas, but buildings, roofing - the works. We have to interface into those systems."*

Required to work on modern smart phones

CHS were using Masternaught Three-X to manage workflow, but needed to find an alternative as Three-X only ran on old Windows mobile devices, and the company had no plans to upgrade the software to work on iPhones and Androids. They found that when a phone was lost or damaged, it was difficult to get a replacement. *"We knew we had to jump ship at some stage. After speaking to several companies, I came across Motivity and felt they would be the best solution."*

Seamless migration to Motivity

CHS wanted a system to replicate the functionality of the Three-X system. There were a couple of things the Motivity Workflow solution didn't do says David,

"Motivity are similar to us. We bend over backwards to get a job done. When you are small you have to get that job done for your customer and Motivity are very similar in that respect."

David Ferguson, Verticalsoft



Central Heating Services Limited

25 Invincible Road,
Farnborough,
Hampshire
GU14 7QU

www.chsltd.co.uk

"They went away to work on the software and pretty much delivered what we wanted. I would say 95% of it. All in all, we are happy people." CHS also wanted to migrate to Motivity without having to re-programme their system. *"We had one or two issues, understandably because Motivity had to write a complete interface for us. It works very well and all the comments I get back from engineers are favourable."*

Gradual switch-over

Before going live, CHS tested the system with a couple of engineers to make sure the system worked as they wanted and any bugs were ironed out. *"As and when we discovered a few bugs, they were fixed and we re-issued a new version. This carried on until we were confident that we could bring more engineers on the system."* Over a six month period they slowly introduced the new system to five at first, then ten and fifteen engineers. Today around 50 engineers use the system.

Engineers like the system

CHS gradually introduced the system to their engineering team. Getting a few engineers on board to start with, and them liking the system, made the transition easier says David. He tells the story of an engineer who initially wasn't keen to use the new system. However, after using it for a week he came back saying that it was *"so much better than the old system."* The transition was fairly painless. When engineers got out to site, they were still answering the same questions in the same way - just using a new technology.

Good return on investment

The return on investment for CHS has been good says David, *"If we had gone for any other company, we would probably have had to re-programme our interface."* The fact that Motivity could replicate the current system meant that CHS didn't need to invest any more money in making the system compatible. *"The only real costs were setting up some new phones and sending engineers out with them. There was no massive relearning."*

Added security of Android

Moving over to Android has provided additional benefits. For the first time, if an engineer gets stuck, David is able to take control of the phone remotely and fix any issues. He is also able to remotely wipe the device if it gets lost. Because the data captured by the engineer is saved to the cloud in real-time, none of the data on the phone is lost.

No need to modify own systems

David says that if anyone asks him if he knows anyone who offers a solution, he would recommend Motivity because they worked well for them. *"If anyone is in a similar situation to CHS, where they have a system and need to dovetail into a new system. That is certainly one of Motivity's fortes. With larger systems, you have to dovetail into them and modify your systems. Motivity are flexible in creating additional links."*

People you can speak to

David says they like Appstation, the creators of the Motivity Workforce app, because they're not a big company and it's more personal. *"I don't like big organisations where you get bandied about when there's an issue. It's nice to have someone you can speak to on a regular basis, and where you can sit down and ask them to fix something. I like it because you get consistency when you are dealing with people."*



**"Personal Relationships:
I think it goes a long way
in business."**

David Ferguson, Verticalsoft



Head Office

Appstation,
35 Jessops Riverside,
Brightside Lane,
Sheffield,
S9 2RX

UK Sales & Support

0114 243 5544
Monday - Friday
8:30am - 5:00pm

Excluding Bank Holidays
Our phone line is manned
24 hours, every day
for you to leave messages

**Motivity brought to you
by Appstation**