



“If you’re looking for a one-stop solution that will give you route planning, convert all of your paper forms and also give you and your clients the ability to access your data in the cloud, then Re-flow is definitely the company to speak to.”

UK appliance installation company implements Re-flow to consolidate various admin and logistics processes into a single solution.

Context



Specialist kitchen appliance installation company.



Supply and install kitchen appliances to house builders and developers across the UK.



They also provide appliance installation services for retailers from manufacturers and for insurance companies.

Challenge

- As the company grew, more engineers employed in the field meant more people were required in the office to handle paperwork, administrating, scanning and archiving documents, which was ultimately unscalable.
- With installation engineers on the road, it would take days before the paperwork was back in, debriefed and highlighted if Kaboodle needed to take any action.

Solution

- Kaboodle required a solution that would do the van maintenance, checks, health and safety requirements and compliance, that could also improve clarity of information recorded in the field and administered in the office. This was effectively incorporating all their separate programs into one administration tool.
- Re-flow stood out due to the ease of communication from site to the office and the speed and the clarity of information that the system provided.
- In the warehouse, Re-flow helps the picking precision for the runs, knowing where items are from and where they are destined. Ongoing, Re-flow will make things faster, more efficient and totally control everything that goes out the door.

Outcomes

- Kaboodle has seen a huge benefit in compliance because their engineers can complete all the required RAMS on the app and follow the manufacturer’s installation instructions. They also have to carry out their van checks on the app before they can even leave the yard, further improving compliance.
- Kaboodle’s clients hugely benefited from the clarity of information, with the commissioning results and images all being in one document, delivered to them quickly.
- The field teams can provide photograph evidence to show completed work and before/after photographs to demonstrate quality and compliance.
- The biggest gain has been the overall efficiency in the office, with a 70% reduction in time spent producing paperwork.