

## Finding a workforce management solution with customised functionality without the expensive price tag



### Context

- Highway Traffic Management, based in the West Midlands, is a temporary traffic management company specialising in high-speed roads 12C mobile works and 12D Street works.
- They have around 100 operatives with 80% of them working remotely on sites around the UK.

### Challenge

The company had undertaken a digital transformation four years ago, so paper was already on the way out, but the existing system restricted them from making quick changes or updating their forms easily. Furthermore, they were also dealing with a lag of a couple of seconds when moving through the app, which, over the course of a day equated to a great deal of wasted time and frustration among the users. The decision was made to find something that not only looked good but had the back-end system to support it.

### Solution

Re-flow was chosen because it gave them the flexibility to change their processes, revisit what was necessary and cut out a lot of the areas that weren't efficient or adding value to the company and their clients. In a solution, they found the best of both worlds - something that didn't have the price tag of a bespoke system but that still gave them the flexibility that you can't find in cheaper off-the-shelf systems.

### Outcomes

Among the benefits felt from the transition, both time and money has been saved using Re-flow. Time savings include the operations team being able to produce the job packs and reports much quicker, which in turn releases them to do other tasks and fit more into their day. Financially, aside from the efficiency savings, Re-flow was simply cheaper than the previous system they were using, so the cost benefits were immediate.

***"What made Re-flow stand out for us was it had both style and functionality. The aesthetics of it was excellent, which makes the user experience easy to run through and the system is clear on where you find things and how you navigate through it, so for our team it was perfect."***

**Greg Baldwin, Business Director, Highways Traffic Management**