

“We’ve been really impressed with Re-flow and we’d be happy to recommend them to anyone looking to improve their compliance.”



Implementing technology on site transformed information exchange, risk management and compliance

Context



UK's largest independent surfacing contractor



Working across highways, retail, transportation and logistics



Operating in seven regional locations across the UK, over 250 employees, hundreds of customers, and working with hundreds of communities

Challenge

- One of the biggest challenges in any construction company working on various projects across multiple locations is the communication from the office to the site and back.
- Toppesfield wanted consistent information reaching their staff and they agreed that the best way to do that was through technology on site, rather than phone calls or emails.
- Other problems included the high volume of paperwork being completed by the site crews, including daily briefings, risk assessments/method statements and other job specific paperwork.

Solution

- Toppesfield needed a solution that provided consistent information to their operatives in the field.
- The Re-flow solution was rolled out to over 100 devices, taking them 'pretty much from nothing to full blown Re-flow.'
- The Re-flow solution stood out over the others that Toppesfield researched, mainly because of the user interface, simplicity and design and also the Re-flow team delivering the solution.

Outcomes

- Since implementing Re-flow, form compliance has greatly improved, with information being returned on time and all required details being completed.
- Before Re-flow, one person was responsible for checking each bit of kit, but now the system has empowered each employee to take ownership of their individual jobs.
- Defect reporting increased by 90%, enabling Toppesfield to spot small problems that are identified by their defect sheets before they become big expensive problems.