

ECL Group Takes on New Zealand's Fuel Systems with Skedulo

About ECL Group

ECL Group is a leading critical services company specializing in fuel systems, LPG systems and technology solutions. Operating throughout Australia and New Zealand, ECL Group has more than 650 employees who specialize in maintaining the critical technical equipment that is vital in business operations. ECL Group is strongly committed to building sustainable relationships with its clients and takes pride in consistently delivering exceptional outcomes.

The Challenge: Too Many Systems Not Solving the Problem

ECL Group faced the all-too-common problem of having disparate, disconnected software systems across their organisation. Some of these systems had field service capabilities while others had only scheduling ability. Of ECL Group's six different business units, some were using home grown systems while others had purchased solutions from external providers.

Given they were wasting both time and expense on maintaining so many systems, it is no wonder ECL Group wanted a single solution that could do it all: schedule, dispatch, and manage their mobile workforce. Among their specific requirements was the need to attach to a job a service contract for simple invoicing and onboarding procedures, as well as a powerful app that could support resources working in remote areas where signal was limited. ECL Group's compliance business unit is quite reliant on its subcontractors, which creates challenges with invoices and administration, affecting the delivery of work and more significantly, the customer experience.

"If you give the sub-contractor 100 jobs to do in a month, we're always chasing them to receive updates," said Andrew Beaumont, chief information officer, ECL Group. So incorporating contractors into the same system used to schedule, dispatch and manage work by full-time employees was an important requirement.

ECL Group also wanted a solution that could integrate with Salesforce, expanding the value of that investment and maintaining consistency with their system of record.



The Solution: Manage Mobile Work Across Six Departments with Skedulo

By adding Skedulo's native solution to their Salesforce CRM, ECL Group was able to unify their mobile workforce management processes on a single system.

"It was easy to integrate with Skedulo as it is built on the Salesforce platform."

Andrew Beaumont, Chief Information Officer, ECL Group

ECL Group found the unprecedented visibility into customer interactions to be of enormous value to their business. The visibility being driven through to communities was most important for them to provide outstanding service to their customers.

"We've enhanced the app to the point where we have forms that integrate with Skedulo. Those forms convert to PDFs and are assigned to the job record, then they are sent through to the customer. The customer has full visibility of their experience with us," said Beaumont.

ECL Group are rolling out Skedulo to its contracted employees, providing further visibility throughout its business and to its customers. Field employees were beginning to work from out-of-signal areas and ECL Group needed a solution that could manage their workloads whilst operating offline. Skedulo's powerful mobile app is not only easy for field employees to use, it is fully offline capable, so a weak signal will never slow them down.

Results: Full Project Visibility at the Customer's Fingertips

From a scheduling perspective, they now have full visibility of their technician's workloads, and how this impacts their customers. The customer can get a real-time update on the status of their corresponding technician. ECL Group has long wanted to provide their customers with an automated notification that a technician will be arriving soon to their worksite, and with Skedulo, that idea has finally come to fruition.

"We currently complete around 23,000 individual inspection per annum. Skedulo enables us to schedule, allocate and monitor completion of these jobs across a wide range of technicians and subcontractors"

Dan Stewart, National Operations Manager, ECL Group Compliance Services

ECL Group schedulers are finding Skedulo to be intuitive and simple to use when managing their mobile workers. Their performance as a business team is getting attention. ECL Group have been asked by several subcontractors what the schedulers are using for their mobile workforce management and how it works.

"The schedulers are very pleased with Skedulo, they're happy with how it works."

Stephen Long, Business System Analyst, ECL Group

"One prospective customer was commenting on how ECL Group was more expensive than competitors, but went with us as we were open and trusting. We showed them the data we had of when a technician was on site, and the steps of their jobs. They know they can go straight to the ECL Group Salesforce Community and log a new call, or a new case for a job, and see the technician onsite, then review all the details of the job to a granular detail of customised information," said ECL Group's Andrew Beaumont.

"It shows we're being honest with our customers and [the subcontractors] didn't have to contact us to see where this information was, they had it there available immediately. This has been very beneficial on a number of occasions and reduces our team's time managing customer needs, ECL Group's Beaumont shared.

About Skedulo

Skedulo intelligently schedules, dispatches and tracks your mobile workforce, connecting the office and the field in real-time.

Skedulo's mobile workforce management solution intelligently schedules, dispatches and tracks jobs in the field. Skedulo connects the office and field through real-time visibility and communication. For schedulers, we simplify matching the needs of complex jobs, worker skills, and customer preferences. Your teams in the field get a mobile app that helps deliver a first-class on-site experience. Reduce costs, improve productivity and make your employees and customers happier with Skedulo.

For more information, please visit www.skedulo.com.