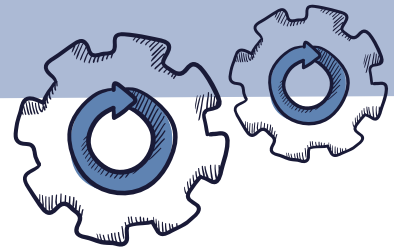


BESPOKE DATABASE & CRM

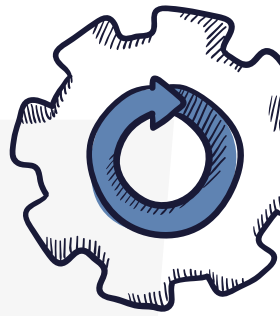


Introduction

Hardy Services operate a bespoke internal database system powered by the Filemaker platform and designed by ourselves, resulting in a truly unique software experience.

Enquiries are processed “end to end” through this system, allowing all departments to track projects from initial enquiry through to invoicing and project close down.

Each of our teams has bespoke dashboards, with the operational teams working from tablets on site. Each stage or process allows the rest of our teams to see how the enquiry is progressing, with the time stamp feature allowing us to see how efficiently we are progressing your enquiries, benchmarked against KPIs set, both internally and by you.



ENQUIRY PROCESS

Once the enquiry is added to the system, it is tracked using the Red/Amber/Green (RAG) reporting system. This allows us to deal with enquiries quickly and efficiently. The enquiry is passed through to the technical department where it is distributed to one of our estimating engineers who will become your contact throughout the process up to the placement of an order.

Our estimating engineers will agree scopes and timescales with you, including any site visits as required, before submitting the costs based on our agreed framework schedule of rates.

Once the costs have been approved and a purchase order has been received, your enquiry passes through to the next stage in its journey, ready for mobilisation.

“Our aim is to provide an initial response to any enquiry from you within 2 hours, during normal working hours.”

“To mobilise resources ahead of the proposed contract start date and throughout the contract, we have developed a mobilisation plan with programmed schedules and milestones. We have extensive experience of servicing contracts within the water industry through our frameworks with United Utilities.”

BESPOKE DATABASE & CRM

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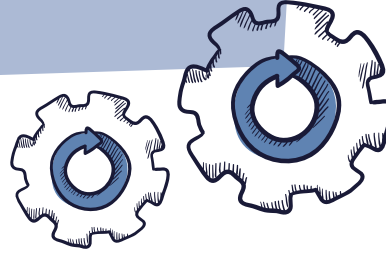
Hardy[®]
Services

MOBILISATION TEAM

To successfully mobilise the project, we will provide you with a dedicated mobilisation team led by a carefully selected and experienced leaders.

Our system uses Live KPI tracking and allows access to historical data allowing continuous improvement throughout the entire process. Project Timelines help us to understand where the bottle necks occur within the process.

We have designed KPI dashboards, allowing us to quickly respond to any shortfalls, which may arise.



"We pride ourselves on being service provider built around the ethos of a family run business, understanding that simplified communications can lead to an efficient working relationship."

OWNERSHIP

Every step of the process is recorded through our bespoke database, from receiving the purchase order to completion of Risk Assessments and Method Statements (RAMS packs). Also logged are start dates, continuous progress, quality checks and handover. This gives us ownership of tasks and traceability of the overall project process

TRACEABILITY

Traceability is maintained through an electronic tracker system for all company vehicles. All labor on site is also tracked through an electronic timesheet system. Data is recorded through individual vehicles, tablets and smart phones on and off site. This gives us complete transparency for all project records and allows our customers to have trust in our people and company.

RISK ASSESSMENTS & METHOD STATEMENTS (RAMS)

All our RAMS are completed on a project specific basis and are bespoke to each area of the business. This gives our teams the full understanding of the unique risks, method, scope, Gantt and materials of the project. We use the cloud to upload any relevant documents, pictures and videos for instant problem solving and changes to scope.

Request our full policy

This document may not contain full policy details. Our full policy is available on request.

Please call 01282 839351 or email info@hardyservices.co.uk. Thank you!

