

Improving workflow and communication within mobile workforce

Helping H&J Martin to develop a consistent and scalable delivery model to improve staff productivity.

On the 1st of April 2015, H&J Martin joined the Lagan Construction Group of companies, bringing together two family owned and run businesses that have many similarities and synergies.

Founded in 1840, H&J Martin build, maintain, fit out and develop offices, shopping centres, housing and municipal buildings throughout the UK and Ireland. At present, within the Lagan Construction Group of companies, H&J Martin operate two main divisions – Asset Management Services and Construction & Fit Out. Belfast-based H&J Martin has built a reputation as a specialist in PFI projects and was recognised as a beacon of best practice with its ground-breaking work on Northern Ireland's first M41 pathfinder PFI project at Drumglass High School.

Due to an increased workload in reactive and planned preventative maintenance across both public and private sector clients throughout Northern Ireland, a need to change business processes to increase efficiency became apparent. As workload increased they had to develop a consistent and scalable delivery model in order to improve efficiency and productivity of its staff.

"Our mobile solution is truly a worthwhile investment for the future and puts our facilities management division as one of the current market leaders in the use of technology in a fast paced environment"

Jim Cray – Operations Director

The Solution

H&J Martin began their search for a solutions provider that could help improve workflow and communications within their mobile workforce and reduce administration within their back office. Above all, they needed a technology partner that could work alongside them.

H&J Martin called upon the expertise of Mobiess to carry out a 3 month pilot in early 2011. The trial involved the use of 5 engineers from different backgrounds and locations. The selection criteria for these operatives provided a broad range of staff – from young tech savvy engineers to experienced staff with limited exposure to technology – from low network coverage areas to high quality 3g coverage areas. This enabled the software to be properly reviewed and make sure the pilot was representative of their real world engineering workforce.



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The Result

By 2012 H&J Martin had achieved an almost paperless operation by combining its Mobile working with a strong document management strategy. The introduction of the Mobiess Inspection module helped H & J Martin rollout quality auditing, health and safety and environmental auditing across its business.

Mobiess now provides a reliable flow of data through its synchronisation engine which simply stores data until good network coverage is gained. By working together the two companies have been able to forge a partnership that now extends past the Mobile platform. H&J Martin now see Mobiess as one of its strategic supply chain partners providing Consulting and Workflow Automation across its diverse range of customers.

Whilst the initial deployment of Mobiess focused on automating and streamlining the reactive and ppm work order management activities, H&J Martin have now turned to seeking efficiencies across other parts of its business. Its specialist divisions; Fire and Security, Doors and Gates, HVAC and Windows and Glazing are now all taking advantage of a common Mobile platform provided by Mobiess.

Benefits achieved by H&J Martin include:

- No printing and faxing orders
- No lost paperwork
- No weekly timesheets to complete
- Increased productivity
- Reduced administration
- Reduced travel and office time
- Reduced travel expenses
- Reduced paper usage



Mobiess are mobile app developers delivering automation and efficiency to FM businesses. With role specific solutions Mobiess helps to save time deliver business intelligence and compliance.

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