



CASE STUDY

Partnering with KBR to deliver an integrated mobile platform that drives improvements to service delivery and enhances collaboration throughout their supply chain.

KBR is a global provider of differentiated professional services and solutions across government and technology sectors, including hard and soft FM management services. Their FM and estates service delivery model, The Integrator, provides business intelligence and manages the multiple and varied points of data and FM assets, compliance and performance in one system. With approximately 30,000 employees in more than 80 countries, KBR is proud to work with customers across the globe to provide technology, value-added services, and long-term operations and maintenance services to ensure consistent delivery with predictable results.

KBR needed a mobile solution for their Integrator service delivery platform, which would allow users to input and manage information on-site with instant communication to back office systems. The Mobiess solution provides a scalable platform for capturing data with photographic support for workorders, inspections and audits whilst maintaining consistent records for managing Multiple Service Providers. The ability to manage, raise and assign workorders from in the field helps to improve and streamline the mobile workforce management. With a varying portfolio of clients the Mobiess Platform has now been deployed across several large Government Service contracts for mobile Work Order management, service quality audits, asset collection and fabric surveys.



The Solution

Mobiess designed and implemented a mobile device solution to sit within KBR's Integrator platform, giving them the software and tools to deliver an FM management package to maintain consistent data for variable systems and environments.

With a large number of clients needing complex, high level service management and auditing systems to maintain best practice and governance in FM delivery, KBR needed a solution which would integrate seamlessly with their Integrator platform and enable clients to collect core data in real time, supporting their Facilities Management requirements.

Key to the delivery was the ability to deliver an On-Premises SAAS (Software as a Service) product which would allow engineers to manage their own workload, identifying and raising jobs in the system as they are identified and assigning them for immediate action, resolving any H&S or maintenance concerns in real time with no delay in communication or waiting for authorisation from a central office.

"Mobiess are a highly technical partner and offer great quality products with flexible deployment. They share that knowledge so that we can implement the products ourselves within our existing business application suite, so we aren't dependent on them for ongoing technical support.

Mobiess are trustworthy and a prudent partner; the product is good, they're flexible and helpful – and they're accustomed to the challenges and obstacles we often face in the FM industry, adapting quickly so that we can overcome and progress. I trust Mobiess, and we are planning to roll out this solution for other clients, because we know it works."

Lee Andrews - KBR Programme Manager



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The Result

This SAAS capability allows the workforce to input and track data such as asset condition, asset performance, compliance, service delivery quality, building risks and more. The mobile capability from Mobiess was integrated into KBR's Integrator platform and now has over 400 engineers and surveyors successfully using and relying on the system on a daily basis.

The Mobiess Platform has proven so successful that KBR now consider Mobiess' mobile solution an integral part of their standard suite of services for clients and partners.

Benefits achieved by KBR include:

- Instant communication of reports and surveys
- SAAS (Software as a service)
- Integrated with existing systems
- Prompts to ensure no data is missed
- Photographic evidence
- Reduced administration time and cost
- No lost paperwork
- Secure and protected data sharing
- Scalable and tailored to client's needs
- No weekly timesheets to complete as work orders are fully integrated
- Streamlined data sharing and reporting



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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