

CASE STUDY: BRITISH GAS

ASSESSING THE SAFETY AND OPERATION OF BRITISH GAS SERVICE ENGINEERS

“ Formic has provided a simple and reliable solution to data processing. The modular and scalable nature of the Fusion software means that we can build on our system incrementally as and when our requirements grow. This in turn has allowed us to expand and evolve the range of tailored services we can offer across the business and to external clients.

IAN MOSS, TECHNICAL SUPPORT MANAGER
QUALITY ASSURANCE, BRITISH GAS SERVICES

In 1996 British Gas Services introduced a business improvement process that since has continually been evolved to meet the changing needs and requirements of the organisation. The process is designed to provide timely and relevant management information on technical and business issues from individual service engineer level right through to the Board. It comprises an essential element of the overall business objective to secure and grow market share and long-term profitability; whilst demonstrating a safe system of work to the various regulatory authorities.

” THE NEED

British Gas needed a simple and accurate method for processing data to support the business improvement process. Since generation of timely and accurate management reports was a key element to the success of the initiative, they required a system that would allow them to virtually automate the end-to-end process, keeping turnaround time to a minimum. Another criteria was that any solution implemented would not impact their manpower budgets.

THE SOLUTION

Whilst British Gas reviewed several alternatives in their selection of a data processing solution, Fusion presented the strongest business case. Other options considered involved significant capital expenditure as well as in some cases increases in manpower. British Gas introduced the Fusion solution to the business to provide a cost-effective and accurate method for capturing and processing data with minimum manual intervention, with no cost increases.

Quality assessments are carried out at customer premises utilising a form created with the Fusion design module. The data is then scanned into a national database from which monthly management information reports are generated. The reports include individual service engineer profiles with data tracking their performance against various criteria on a monthly and year to date basis. Local and area reports provide operational management with accurate and timely information that enables British Gas to monitor actual performance levels against national monthly and annual targets. The results are then used to implement improvement programmes across the business and expand the scope of services provided.

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THE RESULT

A Fusion user since 1996, British Gas recently upgraded to the latest version of the software and found the new capabilities have added greater flexibility in form design and data processing. The intuitive yet simple design module has reduced the time to create new forms and a combination of new capture and process features have further reduced already minimal levels of manual data entry and provide near 100% data accuracy levels. The ongoing development of the Formic solution is enabling British Gas to move forward with new applications and to continue to provide an even better level of service to its end users.

“ With the continued introduction of enhanced features and capabilities to the Fusion software, we have been able to evolve and move forward with new applications in-line with these developments and provide an even better service to our customers.

IAN MOSS

CUSTOMER DETAILS

Ian Moss
Technical Support Manager, Quality Assurance,
British Gas Services

FUSION USER SINCE

1996

MAIN BENEFITS GAINED

- Ability to expand system as needs grow
- Timely and accurate management reports
- Greater flexibility in forms design and data processing
- Evolve applications as new software features are introduced
- Ability to offer a wide range of services
- Monitor performance levels of service engineers
- Efficient and reliable data processing solution

