

DigitalInk transforms our cleaning services

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Ottimo Property Services provide commercial and residential cleaning services to over 3,000 UK sites.

The Problem

The Ottimo team work in the field and managing personnel often proved problematic. Ottimo wanted to enhance their service delivery in order to improve customer service through transparent service delivery updates throughout the working day.

The Solution

A DigitalInk cleaning services form was implemented to provide total service transparency to the Ottimo clients. At any point during the day a client could query exactly which services had been delivered at which sites via the online service form.

The Benefits

The DigitalInk cleaning report provides total control over personnel in the field. As soon as a member of staff completes a service report for a given property, the management team know that cleaning of that site is complete. This information can be tracked and used for management purposes.

"We wanted to use the real-time, online reports as a differentiator with our competitors. Our property servicing personnel work to the highest standards but we wanted to implement a method of ensuring that service delivery was consistently the best in the industry.

We also recognised that in order to maintain service levels of the highest standards, we would require controls in order to manage the field-based service teams. We looked at tablet PC solutions but these were very expensive by comparison and staff training would have been much more complex. At the end of the day, everyone knows how to use a pen don't they?

We couldn't believe just how quickly the team was able to deliver the working form. It was up and running in a few days and we would have no hesitation in recommending Footprint Solutions to other businesses wishing to automate their operational forms."

Helen Christie, Managing Director of Ottimo Property Services

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Section / Item	Completed	N/A
Smoke Detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Heat Detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sprinkler Heads	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Smoke Vents	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Call Points	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire Doors & Bells operating correctly	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The Ottimo team complete the cleaning report using a digital pen. Simple check boxes are marked to indicate that services have been delivered. The form can also be used to record any consumables used onsite and the form is then automatically transferred to the Ottimo head-office cleaning management system via the cleaning operatives' mobile phone.

DigitalInk is quick and easy to deploy, it's very cost-effective and it is very reliable.

