

Revolutionising tendering, quoting, invoicing and reporting in UK drainage

Case Study
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The Company

Steve Caunce Limited are Environmental and Industrial Drainage Specialists with 30 years' industry experience offering nationwide UK drain unblocking and sewer clearing.

Their main client base is high profile commercial property management companies, managing agents and property maintenance companies who have high expectations and requirements.

Clients include Savills, Workman, Broadgate, MSL, Derwent Estates, Ryan Electrical Systems, Colliers International.

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Andy White, General Manager,
Steve Caunce Ltd.

The Challenge

Steve Caunce wanted to invest in updating technology to improve efficiency and revolutionise customer reporting and quality processes.

They complete comprehensive site audits to identify exactly where work needs to be carried out, highlighting defects to be remedied before they need major and expensive corrective work.

When looking for the most up-to-date, efficient and cost-effective mobile reporting solution and reviewing a range of options. eviFile was selected for accuracy and ease of data capture and reporting.

"We have already recommended the system to our clients who are very impressed with the transparency and accuracy of our eviFile reports.

Many businesses struggle to accurately report on progress, finished work and repairs so you can get paid and avoid dispute. Over the years, a lot of good businesses have suffered due to a lack of a similar tool.

Personally, I believe the more of our network of companies that use solutions like eviFile the more efficient and successful we will all be."

Andy White, General Manager,
Steve Caunce Ltd.

The Solution

The team have been working with eviFile to tailor the system to meet requirements and have found the company to be very helpful.

Since implementing eviFile over 1500 audits have been processed through the system allowing for the quick conveyance of highly accurate information to customers and repair teams.

Operatives use their mobile phones to access eviFile whilst on location and the data is accessed many times daily by the service desk and clients. Everyone is kept up to date on the progress of the job and the works required.

Benefits

As an eviFile records absolute proof of work done it demonstrates to clients confidence in services.

This transparency combined with their now best-in-class client reporting has already resulted in new business wins.

Clients really like the eviTrack functionality because the snail trail on a map gives them visual evidence the site has been physically walked to fully audit and report its condition. The greatest benefit is the real-time transfer of highly accurate information. The previous back-and-forth phone calls, e-mails and paperwork are reduced as access to all the information is within eviFile.

Overall, eviFile has revolutionised tendering, quoting, invoicing and reporting and clients see that the business is moving forward technologically is committed to delivering better service.



**Reduced
email &
paperwork**



**New
business
wins**



**Increased
report
accuracy**