

service tracker

“We came across ServiceTracker in late 2015 and arranged for a demonstration of the system. It became clear very quickly that ServiceTracker ticked all the boxes and more. “



**A success story
from our customers**



Recommendation



**Carl Ollerton,
Managing
Director of
GMS
recommends
ServiceTracker**

**“We are delighted
to have made the
decision to go
with
ServiceTracker.**

**It provides us with
a system that aids
us massively in
managing our
business“**

ServiceTracker has made GMS a far more efficient company and has massively improved our image to new and existing clients. We are delighted to have made the decision to go with Service Tracker

Here are some of the key reasons why:

ServiceTracker took all our electronic data and did the rest. The system was fully functional relatively quickly and stress free.

The system is so user friendly for desktop users and app users, the change was a breeze

The key for us is flexibility. Each report, screen, dashboard and system view has been modified to our needs and has given us at GMS the availability to modify this for our clients to suit their individual requirements.

The system can manage all our service, installation & PPM work through one database

GMS is delighted with ServiceTracker



Invoicing our Customers



**Gemma
Ollerton,
Company
Director is
delighted...**

“I can invoice jobs as soon as they are completed and I am not waiting on paperwork to be handed in (or not in some cases). “

I can invoice jobs as soon as they are completed and I am not waiting on paperwork to be handed in (or not in some cases).

Office staff have all information at their fingertips. When a client asks a question, any one of us can access information quickly to respond in a speedy timescale.

“I feel ServiceTracker gives GMS a more professional image.”

ServiceTracker has enabled me to work in a smoother more efficient manner in the office and the flexibility to access information and work out of the office.

I can keep track of where engineers and jobs are up to and plan work more efficiently, saving me valuable time and phone calls.





Water Hygiene and Legionella Control Software developed for GMS Services Ltd

**Carl Ollerton,
Managing
Director of
GMS says...**

“ServiceTracker has made GMS a far more efficient company”



In mid-2014 I identified that GMS needed to change our electronic log book systems to enable us to grow as a business and provide a better service to our clients.

I was concerned with the lack of flexibility of some systems and the lack of understanding of the developers as to what we needed and what our customers would be expecting.

We came across ServiceTracker in late 2015 and arranged for a demonstration of the system. It became clear very quickly that ServiceTracker ticked all the boxes and more.

This has made GMS a far more efficient company and has massively improved our image to new and existing clients.





**Stephen Parry,
Legionella
Operations
Manager
praises
ServiceTracker**

**“ServiceTracker
saves so much
time!**

**Everything is
available on the
one platform”**



For me, just being able to provide a client with a simple quotation, turn that into a job, send it to the phone for the engineer to complete and get work signed off makes the whole process of looking after a contract far easier.

It saves so much time! From a supervisor’s point of view, there is no more saving into different files, onto various hard drives, to keep an audit trail. Everything is available on the one platform.

As a business it certainly has made us more reactive, focused and efficient at what we do. Everybody has access at the company, from desktop to mobile app. This means we always have that flexibility & accessibility to our services for our clients at any time.

“One of the most effective tools on this system is the “Search Bar Tab” This searches the entire service tracker software and Takes you direct to the document that you require. “

Jamie Johnson - Mechanical Operations
Supervisor



tel: 033 022 31022 www.servicetracker.uk.com



**Kerry
Houghton,
Office
Administrator
ServiceTracker**

“ServiceTracker has made engineers more efficient, using the app and reducing time spent in office waiting for work to be issued”



I’ve found Service Tracker has helped make it easier to manage engineer’s workloads. Service tracker has helped obtain a client’s information easier, with everything relating to site/client in once place.

ServiceTracker has made it easier to issue work quickly & efficiently if engineers run out of work.

“ServiceTracker has brought GMS update with our competitors”

Service Tracker has enabled me to work in a smoother more efficient manner in the office. Since using service tracker I have found it helps to organise my daily tasks.

I can select various views i.e what needs invoicing / auditing / printing etc. and it will give me the sites which are all pending.

The more I use it the more I learn what the system can do making me even more efficient than I am already.

Cath Dahl – Senior Administrator

