



Midlands based company Pure Washrooms delivers a wide range of personal hygiene and washroom services for businesses across the UK.

Growing from zero to a multi-million-pound turnover business over the last 10 years the paper based service administration system used by field technicians and head office was slow, cumbersome and inefficient.

The Solution

When the decision was made to seek a new system that would deliver a paperless admin function it was vital that the new system was capable of growing in line with the business. Working in conjunction with Datafile, our Formworks for iPad solution was selected as the best option to replace the current paper system with great results.

The Benefits

Service jobs are now created in the Datafile Washroom Application and distributed electronically to the iPads. When customers sign the iPad form, signatures and driver notes are received back at the office in real-time.

With the elimination of paper service sheets, service results are returned immediately so there is no more manual updating, filing and storage of paperwork. This has resulted in a substantial reduction in admin costs, paper and printer use.

Customer service procedures are now more streamlined and there is powerful validation of data on the iPad before it is allowed to be sent back to the office. The team no longer need to travel to and from the office to pick up paperwork, saving them time and petrol.

