



Millenium Hygiene Services

Millennium Hygiene Services are the leading provider of sanitary and washroom services in the north of England to industries including janitorial suppliers, workwear and laundry specialists, cleaning contractors and pest control.

The Solution

On customer visits to service washrooms, service staff had been using digital pens and paper forms to record details of customer servicing. The recording of notes, payment collections and additional servicing requirements was time consuming and frequently presented errors.

These issues combined with a shortage of compatible phones for the digital pen spurred Millennium to look for a better and more accurate electronic data capture solution. They decided to upgrade to Formworks.

All paper service forms were replaced with easy to use iPad forms containing data controls and signature capture capability.

In addition, service jobs are now created in the Datafile Washroom Application and distributed electronically to the staff's iPads ahead of their visits.

The Benefits

The migration from digital pen to the Formworks platform was painless.

Since roll out, captured data is available immediately back at the office in the Datafile Washroom Application with proof of services being emailed to customers often before the operative has even left the car park!

Data entry controls on the forms have improved data quality and signatures are automatically time stamped to verify when services are delivered.

Job distribution to the iPads saves time for the service staff and has improved data quality.

