



Total Drainage Services (South West) Ltd

Total Drainage Services (South West) Ltd provides a complete drainage maintenance and sewage treatment service, 24 hours a day, 7 days a week.

Job Management System for TDS

Evergreen were challenged to provide a Job Management System that enables TDS to create and manage customer records that were **previously paper based or held Excel spreadsheets**.

We created a Job Management System that enables:

- TDS to create customer records and job lists with the ability to have multiple visits per job
- TDS **engineers to have a mobile remote view** for the job so they can add their times on site and any notes
- Administration to create emails to send to clients and include notes and photographs associated with the job

With Evergreen's technical expertise TDS now have a Job Management System that is available to access in the office and remotely that can be updated in real time.

Paper-based Administration

Total Drainage Services (South West) Ltd provides a complete drainage maintenance and sewage treatment service, 24 hours a day, 7 days a week. As well as one off drain clearance services they also provide regular pre-planned maintenance for septic tanks, sewage systems and drainage networks too. Their team operates throughout the South West, including Bristol, Gloucester, Swindon, Taunton and Portsmouth.

Up until 2013 all customer job records were held on Excel spreadsheets and had to be updated manually in the office. Most of the administration was paper based and job cards were carbonated copies that were then duplicated and manually typed onto the spreadsheets. The engineers would ring the office and the administration team would log on to the system and details of the job would be given verbally.

With the introduction of the Job Management System the engineers can now log in remotely, which gives a date and time stamp for the job, and add the relevant details to include photographs of the job problem.

'Helpful, professional and efficient – nothing is too much trouble'

Claire Martin of TDS initially met with the Evergreen team in 2013 and was impressed with their service from the start. "We were looking for cost effective solutions to administration and job recording in the office. The Evergreen team visited us on site and provided an impressive demonstration of their services"

As Claire confirms "The Evergreen team are helpful, professional and efficient and nothing is too much trouble, they understood our problems and made the solutions sound simple".

Ongoing support and very happy with the service

And Claire's involvement with Evergreen didn't just stop with the implementation of the new system, indeed one of the benefits of working with Evergreen is the ongoing support. Claire added "***I spoke with Evergreen recently, they are amazing, I can always be honest with them, and I've never had to chase***".

Custom made systems enables us to add infinitum

TDS have been using the system for a while now and they have plans to add to it to further **improve the efficiency and processes of the office**. Claire wants to put the system onto a large screen in the office so they have a bird's eye view of what's happening where and when.

In fact Claire and Sam (her assistant in the office) are also planning to use the system to help with accounts and invoices, something that will streamline the office procedures and improve efficiency.

Highly recommended

Thinking of the capabilities of Evergreen systems within other businesses Claire added "***I would definitely recommend Evergreen systems to any business – I like the individuality of the system and the fact that we can add to it infinitum as the business changes and grows***".

Click here to visit
www.totaldrainageservices.co.uk



"The Evergreen team are helpful, professional and efficient and nothing is too much trouble, they understood our problems and made the solutions sound simple"



Claire Martin, Office Manager
Total Drainage Services (South West) Ltd

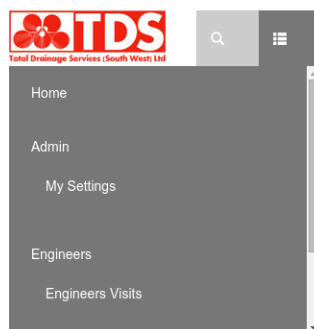
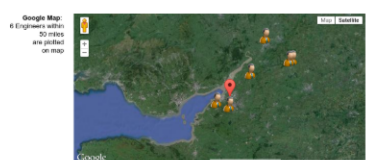


TDS
Total Drainage Services (South West) Ltd
© 2013 Total Drainage Services (South West) Ltd
E: sam@totaldrainageservices.co.uk
T: 0117 963 4345

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Engineer On Visit

