



CIVICA

# Case Study



tranman

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*Chris Broom Group Support Manager,  
Canute Group*

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GROUP

## Canute Group transforms Engineering Division with Tranman Service Management

Canute Group, the global supply chain provider, aims to utilise innovative, technology-driven solutions with clear and consistent business processes to drive operational efficiencies and ultimately improve business performance. Tranman Service Management, from Civica was chosen to transform Canute's Engineering Division by providing a proven service management solution, encompassing customer relationship management, asset management, dynamic resource scheduling and a mobility platform for field based technicians.

Canute Group's Engineering Division provides a comprehensive parts and maintenance service to owners and operators of vehicle-mounted hydraulic lifting and load handling equipment through a national network of workshops and mobile engineers. Canute also provides a national, 24 hour, 7 day a week emergency vehicle recovery and repair service for a number of large operators and government agencies.

### The Challenge

Following a period of rapid growth, Canute identified a need for a management system to cope with the ever increasing work load and information requirements within the workshops.

Tranman Service Management, from Civica was selected to improve the monitoring of costs and to manage Canute's workshops.

Chris Broom, Group Support Manager, Canute Group comments, "Civica were selected as they quickly understood both our business and its strategic objectives, they could offer a package to suit our current needs with opportunity for future developments such as touch screen technology and quotation solutions."

### The Solution

Tranman Service Management is used as the management information system to enable Canute's Engineering Division to provide full on-site servicing and maintenance, as well as a breakdown and repair service to manage its national contracts.

Canute's own fleet consist of 650 prime movers, 1100 trailers, 100 lorry loaders and approximately 800 tailifts. In addition to this, the Tranman software is used to plan and schedule the maintenance of a further 1390 vehicles across the national service network on behalf of Canute's customers.

Canute's repair and maintenance operation consists of 90 technicians based in five regional commercial vehicle workshops, supplemented by a fleet of mobile service units to carry out on-site safety inspections and servicing. The Tranman software is also used to manage any third party maintenance carried out for the Canute fleet.

Tranman Service Management is an end-to-end solution, from managing calls taken by the dedicated operations team based in Canute's head office in Purfleet, Essex, through dynamic real-time scheduling of the work requests, to the transmission of the job details to the mobile engineer via a PDA. The team are able to schedule work, order parts and produce job quotations in 'real-time', thus reducing response times and providing the highest level of service and support for all Canute customers.

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**Canute currently benefits from using the following Civica solutions**



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Contact Management



Revenues & Benefits



Housing



Environment



Traffic & Streets



Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



Voice Solutions



Internet Solutions



Fleet Management



Service Management



## Innovative, technology driven solutions

Canute's business objectives for its regional workshops were to reduce the amount of paperwork and to minimise the level of administrative support required, whilst still maintaining compliance with VOSA. Civica provided consultancy and advised on the different options and technologies available including bar coding, digital pen, mobile and touch screen. Canute opted to go for touch screen technology for the workshops which provide an intuitive user interface for technicians ensuring rapid data entry and minimal administrative overhead

Using the touch screen, technicians log into the Tranman system and select a job to begin work on, either from a pool of jobs or from a list pre allocated by the Workshop Supervisor. The operative can indicate where tasks should be rechargeable, perhaps due to potential warranty claims or operator damage. Tranman also enables the technicians to log the parts used directly on jobs enabling Canute to centrally manage stock. All job times and parts details are used to calculate the cost of the work carried out and to charge both internal and external customers. By working in real time and prompting the operative to record on the touch screen when they start and finish each job, Tranman can be used to monitor workshop performance and productivity against standard times.

Tranman touch screen is specifically designed to maximise ease of use and this helped to quickly gain acceptance of the new technology and business processes from the users. Other benefits include fast job turnaround, reduced administration, real-time management information and the ability to proactively manage workshop loading.

Glenn Marshall, Workshops Director, Canute Group comments on the installation of the Tranman system, "We have experienced little disruption to the business as a whole, relative to the size of the change thanks to the support and strategic planning given by Civica and adopted by the Canute Implementation team. The implementation of our system was achieved within two months." The speed of implementation has meant that Canute were quickly able to see business benefits from the use of new technology.

## The Benefits

Using Tranman Service Management to support Canute's Engineering division, the performance of the workshops has been greatly improved. Repair and maintenance work is planned and scheduled more efficiently and is now based on real time information. Vehicle downtime is minimised through intelligent scheduling, ensuring maintenance is co-ordinated for both the prime mover and its ancillary items in one event rather than bringing the vehicle into the workshop twice. Similarly, once a vehicle is brought into the workshop, Tranman proactively checks the planned maintenance schedule for any work due to be carried out in the next 30 days, events are then rescheduled and brought forward to minimise downtime.

Commenting on the success of the project, Chris Broom Group Support Manager, Canute Group said, "The greatest benefit for Canute has been a marked improvement in business intelligence. We now have tangible, more transparent data, which allows us to measure our key performance indicators, highlight areas for improvement and make strategic decisions. This will help us to maintain the highest professional standards and focus on service performance."

## Looking to the future

Following the initial success of the implementation of Tranman Service Management, Canute hope to achieve further efficiencies by extending use of the application. The first priority will be to roll out the mobile solution to enable Canute's field based technicians to manage and record job information remotely. Call centre staff will also benefit from integration with GPS tracking which will allow them to monitor vehicle positions for both customers and mobile technicians using mapping software.



**Civica is one of the UK's most experienced providers of consulting, software and managed services, with particular focus on enhancing service delivery.**

**The group works with more than 1,500 organisations worldwide. It has a 20 year history in the UK, Australia, Singapore and the USA.**

**For the latest solutions information, visit: [www.tranman.co.uk](http://www.tranman.co.uk)**

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