

INSIDE

- 42 David Scott: Military theory can assist the workplace silo debate
- 43 **Clare Ferguson: Training mental health first-aiders at work**
- 44 Anthony Vasey: Why organisations should be energy savers
- 46 **Chris Romagnolo: How commercial cleaners use electrostatic sprayers**
- 47 Mike Halliday: Videoconferencing clients are at the mercy of vendors

iwfm

KNOW HOW

THE LATEST LEARNING AND BEST PRACTICE

VINCI APP

JOB APPARENT

- Provide evidence and assurance that engineers are qualified and certified to work on the site; and
- Record attendance and time spent on site by engineers.

But the FM sector didn't have a standard compliance measure or checking system to do this. So the digital and operations teams at VINCI Facilities built their own.

"The app is now one of the key ways in which we can maximise our offering to clients," the company says. Indeed, it helped VINCI

Facilities win the three-year Shell contract worth £60 million across 562 service stations in the UK.

How it works

- The app's main menu features check in and check out functions, and the ability to log a job, view open work, recent activities, and self-help guides;
- Scanning the QR code on

the engineer's name badge allows the client to verify the engineer's identity and competencies;

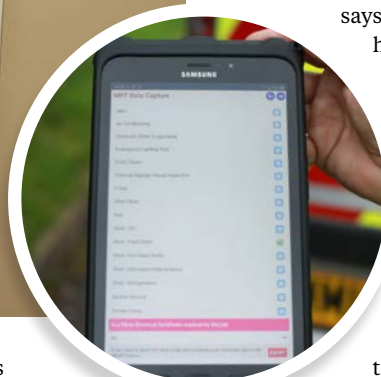
- The engineer completes the check-in process by selecting the work they are on site to do;
- When the work is complete, the engineer details the outcome of the work;
- The client will rate the experience;
- Additional features enable the client to log new work orders through the self-service portal; and
- Clients view a list of open and recently completed jobs as well as information on each, including full details of the work order, who is attending, service level agreement (SLA) dates and job status.

The app is integrated with VINCI Facilities' CAFM system for real-time data delivery.

The results

At Shell's sites, VINCI Facilities has:

- Boosted the customer satisfaction score – 99.9 per cent;
- Reduced asset downtime by 83 per cent; and
- Increased completed jobs within SLAs from 76 per cent to 82 per cent. [f](#)



PHOTOGRAPHY: VINCI FACILITIES

Everyone loves an app – especially when it enables better working relationships between provider and client. And that is precisely why VINCI Facilities created its 'check-in check-out' app, earning it a spot as one of the finalists in the Innovation in Technology

and Systems category at the IWFM Awards 2019.

Why it was built

Shell, one of VINCI Facilities' clients, wanted a solution that could:

- Validate the identity of engineers;