



BigChange the Mobile Workforce Management technology specialist has won a contract to supply global mining, energy and logistics company Hargreaves Services Plc with its three-in-one JobWatch system, across their 500-strong fleet of specialist aggregates vehicles that includes tractors and trailers. Headquartered in Durham, Hargreaves Logistics transports over 7 million tonnes of bulk materials each year.

The turnkey solution from BigChange is introducing a paperless revolution at Hargreaves Logistics, equipping hundreds of drivers with a Samsung Android tablet that manages receipt of job instruction, electronic proof of collection and delivery, timesheets, electronic start-of-day vehicle walkaround checks, driver behaviour scoring promoting safe eco-driving, tachograph interface and Health and Safety procedures. The system is also a rich vehicle tracking system providing real-time location updates.



A full integration is in place with Hargreaves' Stirling Solutions back-office Transport Management System meaning that planned collections and deliveries are automatically pushed through to the JobWatch system. On logging on to the JobWatch app at the start of each day, Drivers are guided to start their timesheet, conduct a walkaround check that meets DVSA requirements (recording, photographing and alerting any defects) and have instant access to the day's run manifest.

The JobWatch system is saving the company hundreds of thousands of pieces of paper annually and has significantly improved back-office administration. Drivers used to amass multiple paper forms for each delivery and collection including delivery notes and weighbridge tickets. On return to the office, these required manual processing including scanning, filing and sending the originals back to the customer. With JobWatch, the workflow is paperless. Drivers receive accurate loading and unloading instructions, site staff complete the 'sign on glass' POD, and a time, date and location watermarked photo of the weighbridge ticket is captured by the driver. Proof of service is instantly relayed to the back office allowing for prompt invoicing. In addition, Hargreaves Logistics are benefiting from 24/7 on-demand RoadCrew customer service for all back



BigChange awarded Mobile Technology contract for Hargreaves' 500-strong fleet



office users and drivers including remote support and management of all tablets.

Drivers' use of the timesheet and expense functionality on the app allows the Finance team to efficiently allocate costs to vehicles and drivers and run payroll.

"JobWatch is bringing about a digital transformation for our logistics business. The JobWatch mobile App has streamlined workflows and enabled our drivers to be connected in real time with our back office. Flexibility and Integration with Stirling Solutions Transport Management System was what attracted us to JobWatch; for example we're using the system to manage TASC jobs and paperwork trails required for audit. This requires careful cleaning of trailers for loading with food for human consumption. JobWatch rigorously manages the workflow and ensures photographic proof of the process is saved."

Andrew Spence-Wolrich, Managing Director, Hargreaves Logistics Division



A timesheet reconciliation report combines drivers hours, tachograph information and vehicle tracking data. At the end of each journey drivers view their behaviour score allowing them to track their personal driving improvements and ranking.



you'll love JobWatch & your customers will LOVE you

JobWatch

powered by: BigChange

BigChange, Innovation House, Temple Point, Leeds, LS15 9JL
www.bigchange.com • Email: info@bigchangeapps.com • Tel: +44 (0)113 4571000



4 EXTRA
JOBS
per engineer
or driver
per month



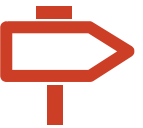
8 HOURS OF
OFFICE ADMIN
SAVED
per mobile
worker
per month



10 %
REDUCTION
IN FUEL USE



10 HOURS
LESS
TRAVEL TIME
per mobile
worker
per month



0 FAILED
JOBS



SIGNIFICANTLY REDUCE
THE NUMBER OF DAYS
TO RAISE
AN INVOICE =



GENERATE
MORE
BUSINESS

