

# Case Study: Andron

## Product: PES



### Background

Andron is a leading facilities management company which manages cleaning and security services for business and retail clients nationwide.

Our success is built on core values that are as true today as they were when the company was first established. These values provide every employee with vision, direction and understanding and help us to work together effectively and efficiently.

We apply our core values to every contract we undertake, using them to help us deliver innovative and viable approaches that fulfil our clients' requirements.

### The challenge

Andron is Connect Technology's longest standing client and largest user of their Portable Electronic Sensor (PES).

Having used the PES for all their cleaning and security checks for years when Operations Manager Neal Kirton took over, he looked to further test the efficiency of the technology which would enable them to offer additional benefits to their clients .

**“ We had been using the traditional PES system where our staff simply recorded data at key locations during patrols, but it involved having to upload the data manually and then analyse it to create different reports, which took a lot of man hours and relied on human accuracy analysis, ”** said Neal.

The PES system means that cleaning and security staff can demonstrate that they have checked all the assigned points on client's premises, the right amount of times at assigned intervals, and can easily report any incidents during their patrols.

It is an excellent management tool, and, being able to demonstrate thorough security and cleaning functions its use can have favourable effects on insurance premiums, so this kind of reporting and monitoring is becoming increasingly popular.

“I spoke to Connect Technology to see how we could increase efficiency further and between us we tailored a programme that has been fantastic.”

### The solution

Connect recommended Andron introduce an additional piece of software – D Point - which works alongside the PES system but allows data to be uploaded to the server automatically and linked to the company's analysis software, creating tailored reports for different users needs.

Neal said: “The equipment is only as good as its users, so Connect then trained all our staff on how to get the best out of the software.”

The software was also integrated with Andron's website in order to provide its clients with secure log-ins, so that at any time they can check in and get reports on what the Andron staff are doing. Likewise, this enables Andron to keep a check on its' staff on the ground.

“We can also instantly sift through data to target specific time frames for incidents that may be involved in an insurance claim for example, and then prove that relevant checks were made on our client's behalf,” added Neal.

### The result

Neal said: “We have developed an honest and productive working relationship with the Connect Technology Team.

“They have been more than helpful tailoring the service to meet our changing needs and patient and supportive with the inevitable related training.

“There are no limits to what their technology can do you just need to ask and they can tailor to your users needs.

“The PES and D Point system without doubt saves man hours, provides increased accuracy, allow us to add value to our service offering to clients and helps lower insurance costs.”