

# Case Study: Metro Centre, Gateshead

## Product: PES



PES

### Background

The Metro Centre, Gateshead is the largest shopping destination in Europe. Spread over 25 acres, it has over 1,000 car parking spaces and welcomes 23 million shoppers through its doors each year.

### The challenge

With such a vast expanse to cover and the high rates of customer footfall, keeping all areas patrolled and safe is a mammoth task headed up by Customer Services Manager, Terry Atkinson.

“Up until a few months ago, all patrols were recorded manually through note taking, and board signing. As you can imagine, this involved a lot of processing, and a huge reliance on staff to be honest about where they said they had been and done what they had claimed,” said Terry.

“It is the simple things that we need to keep on top of, like recording that soap dispensers had been refilled and toilet roll replenished, or spills cleaned up.”

### The solution

Terry decided that there must be a better, alternative way of working and after research was halted in his tracks by Connect Technology's PES system and incident reporting wallet.

This system would enable vital information to be captured to be stored quickly and easily and any issues identified and recorded within seconds. All of this information filters directly through to a central system and can be revisited at any time, whether weeks, months or years.

Terry said: “As soon as I came across this solution I knew this could change the way we operated. I spoke to Connect's specialist in this area about our initial needs and he set us up very quickly and with little impact to our regular working day.

“The next stage was introducing the PES to my teams and then training them on how it would help them do their jobs better, and make reporting instant.

“We also had to make the teams see the importance of it for accountability; for insurance purposes and as a defence against any customer slips, trips and falls claims. We would now be able to prove we had done our job as a centre as a whole, rather than reliance on the word of an individual.”

The Metro Centre was assigned 270 check points across its premises and all of these have to be checked with the PES pens a designated number of times at varying frequencies throughout a day.

“With the new system there is nowhere to hide, all our areas can be checked and accounted for and staff performance monitored.

“Through the clever and easy to use reporting we can prove we have checked all assigned points at any specified time - now giving us full accountability.”

### The result

“This is an excellent tool that has integrated easily and effectively into our daily operations and is saving time, increasing our defensibility and allowing for new ways of performance management,” said Terry.

The Metro Centre has around 180 users of the PES and only four months since introducing it there is still more that can be done.

“On Connect Technology's recommendation the next stage is for me to sit down with my teams and devise a wish list for other efficiencies the PES may bring. There are so many opportunities with this technology and we look forward to benefitting from all the PES can offer in coming months,” Terry added.