



BIG RED

ENVIRONMENTAL

G R O U P

THE CLIENT

Big Red Environmental group is a leading one-stop-shop for indoor environmental solutions specialized in disaster recovery services, building diagnostics, mold remediation and consulting. Based at Singapore, the client is the first total environmental solution provider of its kind and uses state-of-the-art technology to find the best solution for your problems.

The client also offers services with Carpet Cleaning, Upholstery Cleaning, Air Duct Cleaning, Wooden Floor Installation & Maintenance and Natural Stone Care.

THE NEED

The ever-increasing pressure on employee efficiency coupled with increasing global footprint makes mobility in today's Hospitality services a critical, enabling solution.

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With the world growing at a rapid pace, we needed a solution that could monitor cleaning and repairs work going on in Marina Bay Sands Singapore, a client of ours.

As the company continued to expand, they began looking out for a fully-fledged mobile solution which could relay and track the work being carried out at one of their prestigious clients at Singapore. For many tasks carried out at their client site, getting supervisor approval wasn't easy especially when there were several jobs to be carried out. The managers and scheduling assistants were scheduling and dispatching the technicians using a standard excel sheet, so it wasn't clear when a job was done or more importantly whether it was done well.

The company needed a tool to schedule its service employees more efficiently. They also needed to keep checklists, conduct audit-tracks, upload documents such as work orders, and attach pictures and notes of damages. Tracking how well the work was done from the moment a technician received the order, right down to when they left the site, Big Red group required a seamless integration of all business processes to maximize efficiency and meet expectations.

SOLUTION

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HokuApps had everything that we were looking for. They delivered a super user-friendly product within a timeline we frankly thought was impossible to achieve.



In the course of integrating systems, it became necessary to find a fast solution that would bring the organisation together, with departments acting independently of each other, onto the same platform with regard to communication and common reporting, and therefore efficiently replace the interim solution, which used Excel sheets.

HokuApps Hospitality services solution was developed to monitor the work by seamlessly integrating the entire business processes. The mobile app bridged the gap between service workers and the back office. The automated process increased workflow transparency and efficiency thereby reducing errors and providing great customer service.

Due to HokuApps Hospitality services Software, all service staff can now see who visited a room, when they visited, which follow-up actions were implemented and which objectives were defined in collaboration with colleagues. This holistic support concept is rounded off by personal communication and project work, which has a tremendous positive effect on service delivery.

RESULTS

With all the information stored in the cloud and accessible through a mobile application, Big Red could audit the work being done from anywhere as well as optimize its internal processes increasing efficiency & productivity, thereby providing its customer with excellent service.

There are several people who are working in the field and completing a great number of orders every day. Before HokuApps Hospitality services solution, the office staff had to complete a lot of paperwork because orders had to be filed manually. With the new application and its integration into HokuApps, the system could accommodate every request made by the hotel staff and the client with the most sophisticated technology tools.



Outcomes

- Enriched experience with better, simpler connectivity
- Increased staff effectiveness with enhanced mobile access
- Improved service results
- Paperless ecosystem/environment
- Improved reporting

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Our staff now has a powerful tool at their fingertips. Money is being saved on hours worked; there is less human error and fewer customer service issues. It's a whole new business.

HokuApps is a leading cloud application development platform provider. Our pre-built connectors and modules provide easy legacy app integration to the cloud and empower businesses to create custom solutions based around their specific operational demands. HokuApps provides the platform and tools needed to get proprietary apps rolled out in a matter of days.

For more information about HokuApps, visit www.hokuapps.com. Follow us on Twitter, Facebook and LinkedIn or reach out to us at support@hokuapps.com.