



## Setting new standards in facilities management

### ERIC WRIGHT FACILITIES MANAGEMENT - DOWO FLOW

## IMPROVING DATA CAPTURE & REPORTING THROUGH SMART USE OF A MOBILE APP & PLATFORM



#### Objectives

Eric Wright Facilities Management needed a solution to align with their existing systems to help them:

- Reduce administration allowing for better productivity.
- Automate existing processes to reduce administration and realise value from key technical personnel.
- Improve the accuracy and quality of the maintenance sheets and reporting to the client.
- Provide an easy to use system, allowing for scalability and growth.
- Improved Statutory Compliance for documentation and assurance of engineers.



#### Challenges

A new team was created to manage the digital solutions that were being implemented as it needed careful change management, detailed training and on site support to on board the platform and enable the objectives to be met.



#### Solutions

DOWO Digital provided on-site consultancy to Eric Wright to train the team to build and deploy their own app and forms for their workforce. Eric Wright now have a mobile app platform which has reduced administration and improved the teams effectiveness as well as providing innovative solutions to their customers.

### BENEFITS

#### Improved Innovation

Backend platform that enabled the Eric Wright Digital Team to innovate and develop their own solutions.

#### Brand Ownership

The business have created their own branded version of the apps for iOS, Android and Windows to create a solution that allows Eric Wright Group to have its own app platform.

#### Reduced Administration & Improved Reporting

Data accuracy has improved and enabled data capture & data flow through the organisation to reduce administration and ensure a higher level of reporting both internally and to clients.



"DOWO Flow enables us to punch through corporate boundaries like never before. We can push and pull the exact data we need from our engineers, customers and supply chain instantly"

**GEORGE LILLY**  
Managing Director