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## LEGIONELLA MANAGEMENT SERVICES - DOWO FLOW

### ENABLING A SMALL TEAM TO WORK SMARTER & MORE EFFECTIVELY TO INCREASE REVENUE



#### Objectives

As a small business Legionella Management Services were already working with some large customers, and the growth meant managing the workload and administrative burden was becoming increasingly difficult.

They were looking for a solution that could:

- Tailor their way of working through a digital solution and app to enable them to work smarter.
- Reduce the amount of administration time for creating reports for customers.
- Have a long term partner that could help grow the app and numbers of forms as the business grows.



#### Solutions

The DOWO Digital team spent time understanding the LMS business and specific forms. As a growing business; the solution with DOWO Flow enabled enterprise level technology to be utilised by a small company to support their growth.

DOWO Flow was implemented with a number of custom developed forms to speed up their on site data capture and water risk assessments. The team supported on site to make agile adjustments in real time to speed up the development and feedback cycle.

One of the key elements to this custom app was the risk assessment output that emails the customer a PDF in LMS's unique risk assessment format with the data added; automatically pushed on completion of the digital form.

## BENEFITS

### Automated Customised Reports

We have integrated data captured in DOWO Flow directly into LMS's existing custom templates to create fully branded, automated reports.

### Scalable Enterprise Technology

By using the DOWO Flow app, LMS are able to take advantage of the same enterprise mobile technology that large companies use without the need for large capital investment.

### Development Partnership

LMS work closely with DOWO Digital's specialist development team to support their business in creating customised workflows without having to invest heavily in an internal development team.



"Using the app has saved nearly a days worth of admin a week for me. As a small business, that enables me to work smarter, bring in more revenue and has helped me to manage the business better and improve my reporting to customers."

**STUART HAMILTON**  
Managing Director