

## Customer Story:

How integrating PartsArena helped T Brown Group raise their performance from good to excellent.



**“Tools like PartsArena are most beneficial when they become part of your whole process, as opposed to standing on their own. That’s when you’ll see the biggest improvement.”**

Surrey-based T Brown Group is an award-winning contractor working with local councils, housing associations, schools and colleges. Domestic and commercial gas servicing is a key part of the company’s operations, with a team of 75 domestic repair field engineers.

Barry O’Callaghan, Head of Domestic Operations at T Brown Group, explained how they now enjoy a fully integrated system - from part identification to job fix - and how PartsArena became an important piece of this jigsaw.

### Identifying non-standard parts

Whilst T Brown Group’s engineers are familiar with mainstream boiler parts on models they typically fix day-to-day, they sometimes come

across less common models with lesser-known parts they need to identify.

Engineers are equipped to repair circa 90% of the boilers on their patch, on their first visit. When faced with a less familiar model (and there’s a wide variety in the industry), the engineer would rely on catalogues, phoning the supplier, or Google. All resources available to find the correct part number. All time consuming tasks.

“Having the diagrams available within the app when searching a part offers reassurances the correct part number will be supplied, therefore reducing the risk for complaints and customer dissatisfaction” said Barry.

### Why a stand-alone tool wasn’t the answer

The company initially trialled PartsArena Pro as a stand-alone tool, accessed via each engineer’s mobile device. Whilst it helped them identify the part more accurately, the cumbersome process of manually relaying this information to the point of order remained.

The system was not sufficiently joined up.

To learn more:



[www.PartsArena.com](http://www.PartsArena.com)

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**“PartsArena ensures we’re getting the right part number quicker. And not having to manually input that number significantly reduces part ordering errors. Having an automated process has made an incredibly positive impact to our operations.”**

**- Barry O’Callaghan,  
Head of Domestic Operations, T Brown Group**

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“When you introduce something like this, it has to be as good as or better than the current solution to ensure diligent usage by the engineers and subsequent operational improvements.

Due to the high volume of jobs completed our system remained time-consuming with excessive manual intervention. We didn’t want to lose that positive first impression, we had to get this right. If we wanted buy in from all our engineers, we had to ensure it was right first time. The PartsArena trial confirmed we needed to introduce a system that suited our needs and made parts ordering more efficient. That meant integration,” said Barry. Achieving the integration was fairly straightforward. Barry reported “no significant hurdles” when delivering this new system to his 75 engineers working across London. The onboarding process was pain-free too.

### **Integration unlocked the potential for excellence**

T Brown Group uses Cognito iQ – cloud based mobile workforce management software built for field service operations.

Cognito iQ was no stranger to PartsArena and had previously completed an integration using the specific API. T Brown Group wanted this integrated solution to improve their current process.

Barry explained: “Concerned our engineers wouldn’t use it sufficiently as a stand-alone tool, we had to make sure the parts identification and ordering journey was better than our current method.”

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## An automated process with no mistakes

T Brown Group's system is now as slick as it gets.

"PartsArena ensures we're getting the right part number quicker. And not having to manually input that number significantly reduces part ordering errors.

Having an automated process has made an incredibly positive impact to our operations. The engineer identifies the part, populating our system on their mobile device. It's then automatically transferred into our back-end, generating a Wolseley purchase order which is instantly distributed through our supply chain.

No one can know all the appliances out there. PartsArena gives them an effective tool to use in unpredicted situations," explained Barry.



## Joining it up with PartsArena Data Services

In addition to 75 engineers using PartsArena Pro via their mobile device, T Brown Group subscribed to PartsArena data too - a web feed of the complete PartsArena library. This has seamlessly joined up their parts management process.

"Having PartsArena data as well ensures the information we're getting in correlates with the data we've got on our system. We can easily cross-reference and communicate the right information further into the integrated process," said Barry.

## The value of tools that boost morale

Alongside visible improvements such as more accurate part ordering and faster fixes, T Brown Group cited a subjective benefit from having PartsArena as part of their automated process. Morale.

Barry explained: "There's definitely a sense among our engineers that we're providing tools to help them do their job better. The fact they can get instant answers concerning uncommon parts, the fact they can order them quickly – it boosts their morale.

Plus, our slick system motivates new engineers coming into the business.

The proof is, of course, in the usage statistics. Since integrating PartsArena Pro three and a

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half years ago, T Brown Group engineers have accessed the platform over 70,000 times. That places them third in Infomill's league table of PartsArena Pro users.

Interestingly, usage is not consistent across engineers. Data Analytics from PartsArena highlights high usage from some and much lower from others.

"This is a useful learning opportunity," said Barry. "Filling in some training gaps could create a more consistent picture across the team, delivering further overall productivity."

### **Delivering excellent, not average performance**

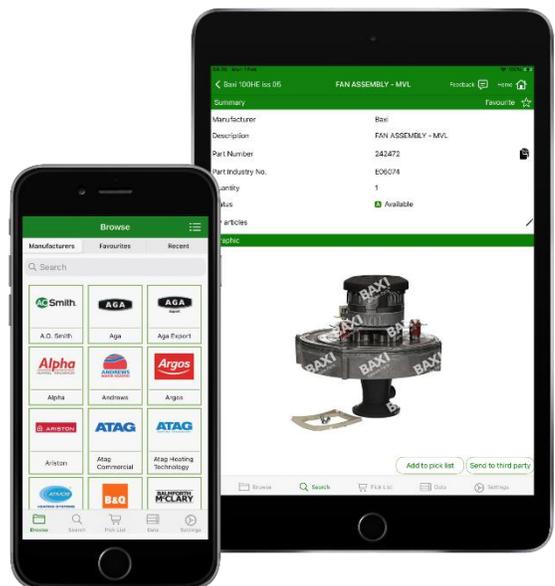
We gave the last word to Tim Stanley, IT Director at T Brown Group: "To deliver the greatest return you should definitely consider PartsArena as part of a complete system. It's there to help you resolve complicated parts at lightning speed, delivering benefits for you and your customers. First, understand where you are in your process. If you're trying to focus on that ultimate improvement - from good performance to excellent performance - PartsArena will help you do that."

For more information on how integrating PartsArena can help raise your service performance, please contact Alison Chappell on 07742 310931



### **About PartsArena**

PartsArena Pro is the leading source of approved boiler manuals and parts data for the UK heating industry. It is used by more than 50,000 service and breakdown engineers, offering significant time efficiencies and cost savings due to swift and accurate diagnosis of the parts required to fix the problem. Learn more at: [www.partsarena.com](http://www.partsarena.com)



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