



How PartsArena integration 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.”

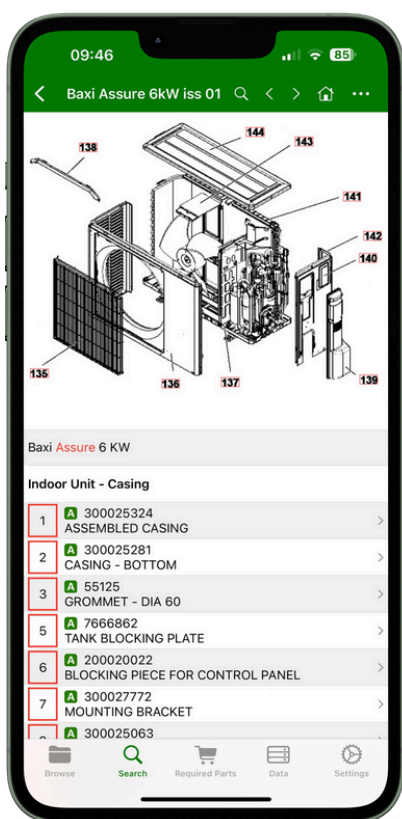
Barry O’Callaghan,  
Head of Domestic Operations,  
T Brown Group

**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 90 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.

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, albeit time-consuming tasks. “Having the diagrams available within PartsArena Pro when searching a part offers reassurances the correct part number will be supplied, therefore reducing the risk for complaints and customer dissatisfaction,” said Barry.

The company initially implemented PartsArena Pro in 2018 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.

“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 straightforward. Barry reported “no significant hurdles” when delivering this new system to his 90 engineers working across London. The onboarding process was pain-free too.

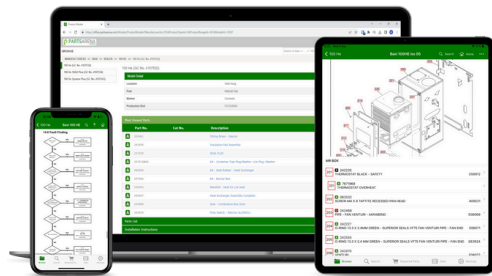
## A new integration in 2024

Fast forward to April 2024, when T Brown Group unveiled their custom-built field management solution, developed to support PartsArena integration. Built around Microsoft Dynamics, the new job management system enables engineers to access PartsArena directly within the controlling TBG app. Once the appropriate spare parts are identified, they are seamlessly transferred into the workflow using the selected stockist code available in PartsArena. As Barry explains “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

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on their mobile device. It’s then automatically transferred into our IT infrastructure, generating a Wolseley or City purchase order which is instantly distributed through our supply chain via the stockist APIs. No one can know all the appliances out there. PartsArena gives them an effective tool to use in unpredicted situations”.



## PartsArena database

Encompassing PartsArena Web Services in addition to 90 engineers using PartsArena Pro, T Brown subscribed to PartsArena heating database 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. 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.

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 enhanced system motivates new engineers coming into the business.

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 or Alex on 01332 253180 or email [sales@partsarena.com](mailto:sales@partsarena.com)**



### **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 30,000 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)**