NAMED CLIENT / PROPERTY REPAIRS AND MAINTENANCE

# From Paperwork to Proof: How 0800 Repair Eliminated Compliance Failures

THE SCALE

**All disciplines • 4-year partnership • Gas as the primary discipline**

0800 Repair uses TCW across every discipline, from service and repair to social housing installations. Moving from paper to verified electronic records has removed documentation failures, reduced administration and strengthened the evidence used to win new work.

MEASURED OUTCOMES

## 62% to 0%

**Water hygiene non-compliance**

Reduced to zero for a key client

## 37% to 0%

**Documentation-related issues**

Measured across a nine-month review

## Zero

**Boiler installation paperwork failures**

Since a bespoke TCW check was introduced

## Seconds

**To verify engineers' paperwork**

Replacing a full-time manual filing workload

## THE PROBLEM

Gas engineers were still completing much of their paperwork by hand. Errors were difficult to spot, collecting and filing documents occupied a full-time role, and different client requirements were difficult to manage consistently at scale.

## WHAT TCW DID

TCW moved the operation to electronic working, verifies engineers' paperwork in seconds and pre-populates forms from handheld devices. Bespoke checks enforce client-specific requirements, while automated reporting gives clients and stakeholders clear evidence of performance.

## ROLLING OUT TCW

After testing TCW for gas compliance, 0800 Repair expanded it into service and repair work and then social housing installations. It is now used across all disciplines, and working with TCW is mandatory for those joining the business.

Engineers' paperwork is checked at the touch of a button. Pre-populating forms from handheld devices reduces spelling mistakes and creates a consistent record before information reaches the client.

## CUSTOMER SUPPORT

TCW's support team has built bespoke checks, reformatted hard-to-read documents and delivered internal and external training. Bi-monthly meetings keep the configuration aligned with the operation.

A tailored boiler-installation check eliminated paperwork failures. In water hygiene, 453 areas requiring attention were surfaced over nine months and documentation-related issues fell from 37% to zero.

## WINNING NEW WORK

Automated reports present compliance evidence to clients and stakeholders. As more clients require validation, clearer assurance has helped secure new opportunities.

## OPERATIONAL GAINS

- // **Paperwork verified in seconds across all disciplines.**
- // **Automated checks and pre-populated forms reduce error.**
- // **Bespoke controls meet individual client requirements.**
- // **Automated reporting for clients and stakeholders.**
- // **Less administration and a more consistent workforce.**
- // **Stronger evidence when bidding for new work.**

> **"If we were to stop using TCW and went back to what we were doing before, it wouldn't work. If you are working at any kind of scale or volume, TCW is the right way to go about it."**



SCOTT BIRKS • SAFETY, HEALTH, ENVIRONMENT AND QUALITY MANAGER
0800 REPAIR

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