NAMED CLIENT / BUILDING SERVICES CONTRACTOR

Checking 3,000 LGSRs a Week Across 100,000 Contracted Properties

THE SCALE

100,000+ properties • 40 clients • approx. 35 hours saved per week, per team

TSG Building Services is a multi-disciplined building services and construction company with a turnover in excess of £30 million. The integrated TCW and Servicesoft solution validates 100% of certificates in real time.

MEASURED OUTCOMES

100%

of compliance data checked

Real-time validation, not sampling

35 hrs

saved per week, per team

2 hours per day reduced to 15 minutes

3,000

LGSRs received each week

Volume previously impossible to check manually

100K+

properties across 40 clients

Integrated with Servicesoft

THE PROBLEM

With more than 3,000 LGSRs arriving each week, it was impossible for a team to manually check them all. Engineers were recording incorrect responses, certificate verification remained outside full control—and one missed issue could become a dangerous situation.

WHAT TCW DID

The TCW and Servicesoft integration checks 100% of documents in real time. Issues are flagged inside the system, HSE rules are emphasised, and performance patterns identify the individuals and areas where targeted training is needed.

THE SOLUTION

The integration with Servicesoft came at the right time: TSG's rate of expansion made the volume of documents impossible to manage manually. Issues that could once be missed are now flagged within the system, with HSE rules made visible and a clear structure for monitoring and improvement.

TSG can identify the individuals and specific areas requiring up-skilling. That insight has strengthened toolbox talks, engineer competency and proactive self-auditing ahead of Gas Safe audits.

COMMERCIAL AND OPERATIONAL IMPACT

Certificate checking fell from two hours per day per team member to 15 minutes, releasing admin-intensive work and creating a direct financial saving. Transparent, real-time information supports quicker payment, fewer return visits and right-first-time performance.

Mistakes and incomplete documents are decreasing as calculations become transparent. TSG believes the integrated systems contributed to its H&V award for Domestic Heating Contractor of the Year 2018.

OPERATIONAL GAINS

- // **A competitive edge in tendering, backed by independent assurance.**
- // **Fewer return visits and stronger right-first-time performance.**
- // **Training needs and system trends visible by engineer and area.**
- // **Faster payment through transparent, real-time information.**
- // **Admin-intensive checking released to higher-value work.**

> **“The integration of the two software platforms has allowed us to become rigid and coordinated with our approach—improving our ways of working, giving us commercial validity and an efficiency gain.”**

WAYNE GILL

OPERATIONS MANAGER — MECHANICAL, TSG BUILDING SERVICES

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