



CIVICA

tranman Case Study



STRATHCLYDE
POLICE

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*Stewart Taylor, Workshop Manager,
Strathclyde Police*

Touch screen solution for Strathclyde Police offers next generation workshop management

Strathclyde Police is Scotland's largest police force, protecting nearly 2.3 million people across 5,371 square miles of Scotland — from Glasgow's lively urban areas to the rural remoteness of the Inner Hebrides.

Strathclyde Police has used the Tranman fleet software for over 10 years to manage their fleet of 2,000 vehicles and plant including bicycles, small plant and even major police incident units. The fleet is serviced and maintained in four workshops across Strathclyde, ranging from the 22 ramp main workshop in Glasgow to a two ramp workshop.

The challenge

The main problem faced by Strathclyde Police was the amount of administration required to process the large volumes of maintenance and repair work carried out every day. Stewart Taylor, Workshop Manager, Strathclyde Police comments:

"We complete 1200 jobs per month and were in a situation where there was a lot of double handling of data. Technicians would write on the job cards and then these would be passed on to the Workshop Supervisor who had to retype all the information into Tranman." He continues, "This was an inefficient way of working, not only was it time consuming and labour intensive but errors in the data could occur from trying to interpret difficult to read handwriting."

As such, Strathclyde realised they needed to move to a solution where technicians could enter information directly into Tranman. Working with Civica, they chose to upgrade their existing Tranman fleet system to the latest version, Tranman



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Strathclyde Police currently benefits from using the following Civica solutions



Workflow & Doc. Management



Contact Management



Revenues & Benefits



Housing



Environment



Traffic & Streets



Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



Voice Solutions



Internet Solutions



Fleet Management



Service Management

Release 8 and also invested in touch screen and bar coding technology for the workshops.

Innovative workshop solutions

Civica's touch screen technology provides an intuitive user interface for technicians ensuring rapid data entry and minimal administrative overhead. Using the touch screen, technicians log into the Tranman system and select a job to begin work on, either from a pool of jobs or from a list pre-allocated by the Workshop Supervisor. All job times can be recorded in detail, with a full breakdown of work by individual labour lines, this is used to calculate the time and full costs of the work carried out. By working in real time and prompting the technician to record on the touch screen when they start and finish each job, Tranman can be used to monitor workshop performance and productivity against standard times.

In total Strathclyde Police opted for a total of seven touch screens, six are installed in the main Glasgow workshop and one in a satellite workshop.

The Tranman touch screen is specifically designed to maximise ease of use and this helped to quickly gain acceptance of the new technology and business processes from the users. Stewart Taylor admits, *"At first the technicians were a bit nervous about the new system, but once they were shown how easy it was to operate and they realised how quickly they could enter information, they were happy. It now takes seconds to add labour lines."*

Other benefits include faster job turnaround, reduced administration, real-time management information and the ability to proactively manage workload loading. Previously it could take the Workshop Supervisor his entire shift to complete the administration depending on workload. Stewart Taylor adds, *"It is early days for the system but indications are it will save many hours in administration, resulting in the Workshop Supervisor being able to focus on actually managing the workshop instead of processing paperwork."*

Another area where Strathclyde Police has improved efficiencies is through implementing bar code readers in the stores department. The bar code readers allow stores staff to quickly issue parts to jobs, by scanning the job card and then scanning any parts used, the data is automatically updated in Tranman, giving full visibility of work carried out and the parts used. Another benefit of the bar coding solution is being able to complete stock checks much faster. Previously stock checking was a manual process, stock levels were recorded on paper and then entered into Tranman at a later date, but now the stock check can be carried out electronically and updated immediately.

Commenting on the success of the project, Stewart Taylor said, *"The greatest benefit for us has been a marked improvement in our administration and substantial time savings. We now have tangible, more transparent data, which allows us view at a glance our key performance indicators, such as overdue services and workshop performance. This will help us to make strategic decisions and maintain the highest professional standards."*

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