

CGI ensures that paper files subside and digital moves in at My Home Needs

CGI helps surveyor firm adopt a new digital customer database solution

My Home Needs (MHN) provides surveys of subsidence for the property and insurance sector, offering straightforward solutions that have made them a market leader.

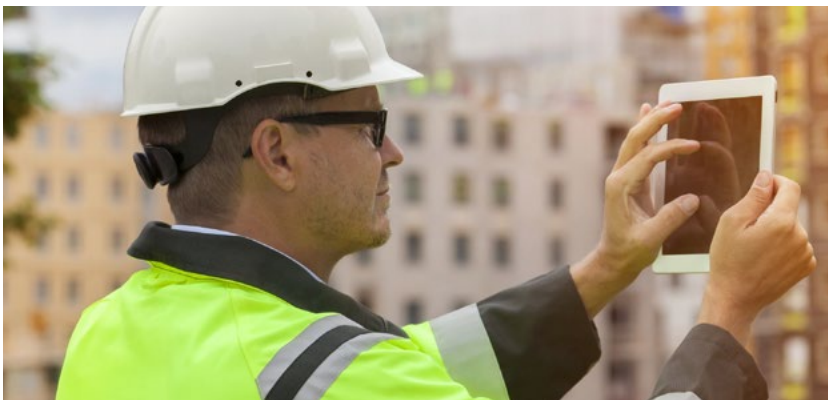
The firm's workflow systems were in need of an update. Information was being recorded in thousands of individual paper folders stored at the company's Leicester head office and field survey engineers were required to travel daily into HQ to collect and return the folders they needed to do their job.

Once subsidence measurements were gathered, they were then manually entered into a spreadsheet by the office admin team. All things considered, MHN's administrative processes were ready to move to a new online cloud-based digital system.

Identifying the challenges and sourcing solutions

MHN asked CGI's Leicester office to help. Together, they identified three major drivers behind the need to move to digital.

1. Risk posed by potential loss or damage to paper folders or incorrect data entry
2. Time wasted through excess admin and travel
3. Restrictions to business growth due to the need for physical visits to HQ, limiting the geographical range of engineers and clients.



Key benefits

- Reduced costs due to streamlined and more time efficient systems
- Significant reduction in companywide travel costs and environmental impact
- Reduced risk of error due to data being entered into a single solution
- Improved customer service with queries now answered immediately using the new cloud-based customer database
- Increased potential reach of MHN's business in future. Cloud based data capture makes remote work possible

To find the ideal solution to these challenges CGI held a discovery day with the MHN team, considering every job role and company process to identify areas for improvement.

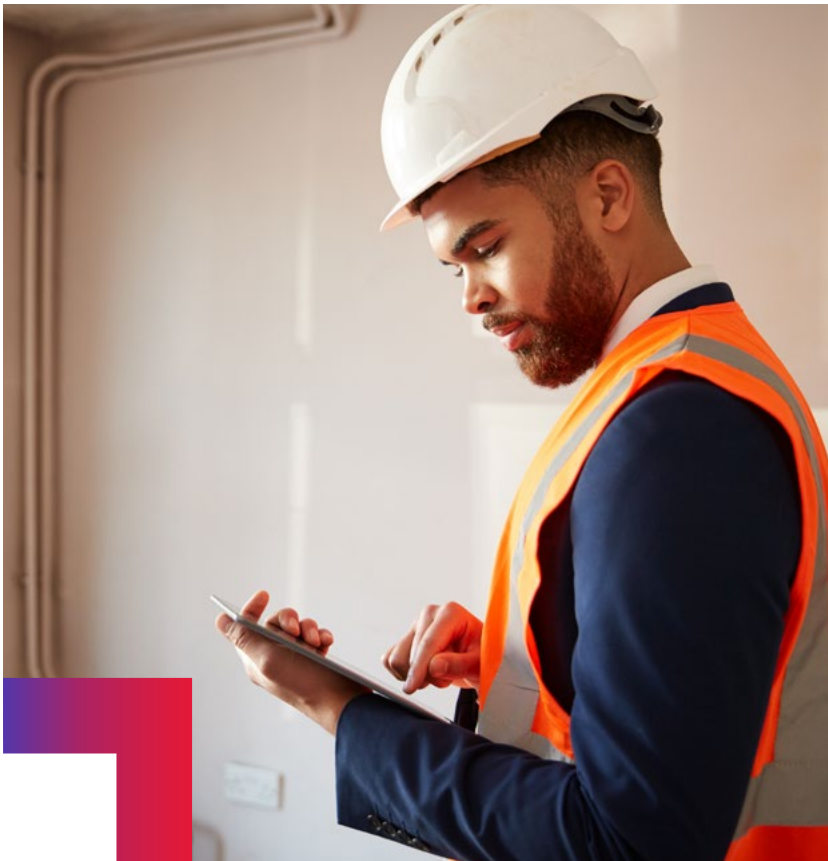
This helped to inform a first phase scope of work and begin to create a 'single source of truth' for My Home Needs' information through which vital client data could be stored safely and easily accessed from any location.

Converting digital aspirations into real world delivery

The focus was on getting a digital record of MHN's current client projects up and running quickly so paper folders could be made redundant as soon as possible. Data was also migrated from the firm's Microsoft Access database so that the new online system would be ready to go.

To achieve this, CGI developed a bespoke ASP.NET Core solution, hosted within the Azure Cloud. The new workflow system had several innovative features. Clear highlighting of SLAs ensured jobs due to be scheduled were not missed and a job map showed the location of all pending visits, enabling the admin team to assign the most suitable and relatively local engineer to each. With remote access removing the need for engineers to visit head office daily to pick up and drop off folders, driving distances and fuel consumption significantly reduced too.

However perhaps the most important change is how the new system will allow MHN to reach a far wider customer base in the future. Engineers based both in Leicestershire and beyond will now be able to work remotely with MHN, visiting clients across the UK and so expanding the range of prospective clients considerably.



“CGI mapped out our needs and transformed our business workflow. The systems they put in place are not only making immediate improvements and cost savings, but also enabling our future potential growth. We really appreciate the partnership with CGI, and how they have worked with us to find the best possible solutions”

Nick Gray

Director

My Home Needs

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