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Smart Field Service Software

CASE STUDY

AUTOMATING HIGH-VOLUME COMPLIANCE AUDITS AT SCALE

Compliance safety audits and quality assurance for local authorities and social landlords



CUSTOMER

GCS
Compliance
Limited

SECTOR



SOLUTION

pro-Forms®
WORK MANAGER
and Mobile Forms



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Smart Field Service Software

AT A GLANCE



200+ Inspections managed daily



Automated scheduling and job allocation



Reduced administrative workload



Seamless system integration



Scalable, compliant audit delivery



THE CHALLENGE

GCS Compliance Limited delivers high-volume gas safety audits across multiple contracts. As inspection volumes grew, manual planning and appointment coordination became increasingly time-intensive, placing pressure on administrative teams and introducing avoidable inefficiencies and risk.

While mobile data capture was already established, GCS required a more intelligent, automated approach to scheduling, job allocation, and information flow - without disrupting existing operations.



THE SOLUTION

GCS extended its established mobile audit platform by integrating an automated work management solution with its in-house systems. This created a fully connected workflow linking planning, inspection, and reporting.

- Automated creation and allocation of audit appointments
- Real-time transfer of job data to inspectors' devices
- Pre-population of audit forms with tenant, landlord, and appliance data
- Consistent daily schedules delivered directly to field teams



THE RESULTS

- Manual scheduling largely eliminated
- Significant reduction in administrative planning time
- Inspectors arrive on site fully prepared, improving productivity
- Consistent handling of approximately 200 audits per day
- Scalable model supporting long-term contract growth

CUSTOMER COMMENT

“

Integrating automated appointment management into our audit process has made a noticeable difference. The transition was seamless, the system is intuitive, and it has significantly reduced planning effort while supporting our growing workload.

”

— **Peter Connor, Director,**
GCS COMPLIANCE LTD