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Automation Workflow

A Day in the Life of a Fire & Security Business

Automated Service Scheduling

How can fire and security businesses implement automation into their daily workflows?

If you're familiar with the benefits of automation, you'll know that businesses can:

- Reduce time spent on manual tasks
- Increase operational efficiency
- Decrease costs by utilising fewer resources

But what does that actually look like for fire and security professionals?

Automation can assist at all stages of the daily workflow, whether technicians are working on planned services and installations or responding to an emergency call out.

Let's run through a typical day for a fire and security business that has made the decision to incorporate automation software into their workflow.

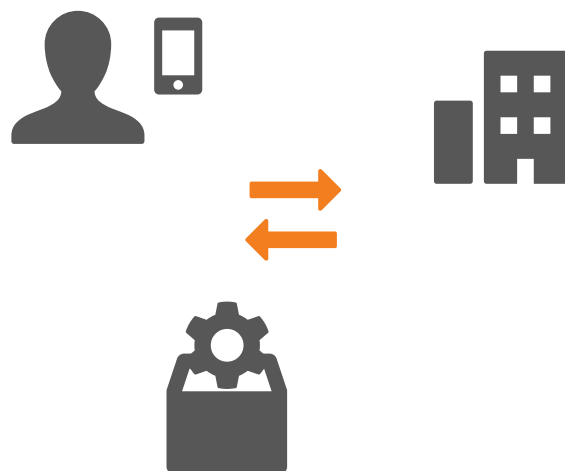
Streamlining Installation Work

We've highlighted all the key automations in orange!

The first thing on the agenda is an installation job for a new security system at a residential property. The team have already been over to the residence to survey the grounds and listen to the owner's requirements - and the customer had promptly accepted **the estimate they received online**.

On the technician's mobile device, they can see exactly where their upcoming appointments are, as well as **a notice letting them know they have parts to pick up** from the stockroom. Upon arrival, the stockroom manager has a box of parts ready to be picked up that are all required for the technician's jobs. After quickly scanning the stockroom manager's QR code with the app, the transfer is approved, the **parts are marked off of the stock list** and they can be loaded into the van.

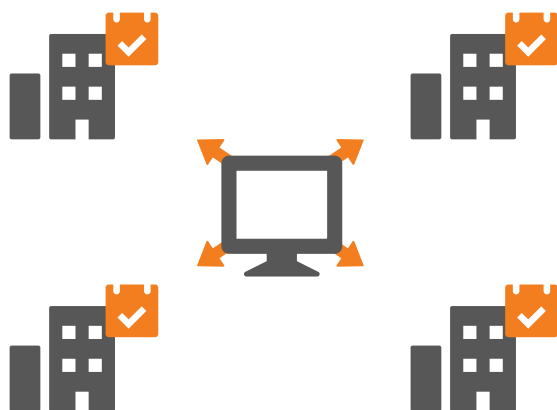
Over at the property, installation goes smoothly as the technician marks assets as installed and completes the job report from their mobile app. The customer is informed that the security system needs to be serviced in 12 months and that they'll **get a reminder closer to the time - it's automated** so the team can't forget.



Scheduling Preventive Maintenance

Meanwhile, a colleague is in the process of setting up a service plan for a much larger commercial property, which requires different services every 3 months, 6 months, and 12 months. Thanks to the planned preventive maintenance (PPM) schedule, they are able to add all of the service tasks and have **jobs automatically created** at the appropriate time. The **system even checks the schedule to see if there are opportunities to reduce visits** by conducting multiple services at the same appointment.

For a commercial property that requires different fire and security systems to be regularly serviced, a preventive maintenance plan may require a large number of visits over the year. With an intelligent mass scheduling system, all of those appointments can be quickly booked into the diary in the most efficient way.



Office staff simply have to **select a time frame and the jobs they want to book before the software handles the rest.**

Not only does the system save staff the time needed to manually book those jobs, but it schedules them with more efficiency than humanly possible - thanks to the powerful route optimisation engine.

Whilst the mass scheduling system works in the background **analysing shift patterns, technician skills, service windows, and driving times to find the optimal schedule** - a phone call comes in from a customer...

Speeding Up Emergency Call Outs

The customer is reporting an emergency. They have a false fire alarm and they need to have the system investigated immediately. Their contract includes a service level agreement (SLA) that all false alarms will be investigated within 4 hours. The job details are inputted and **the SLA countdown begins**. The office team can easily see how long they have to get a technician on site if they don't want to breach their contracted SLA.

To select which technician to send they can rely on the suggested appointment tool within their intelligent scheduling system. This allows office staff to book individual appointments by leveraging the same route optimisation engine as used earlier. The intelligent system **finds the most suitable technicians and efficient appointment times available**, checking which technicians have the correct skills and the shortest driving time to the property.

This way the office team are able to find a technician who will soon be finishing their current job - and with just a 15 minute drive, they will definitely meet the SLA with time to spare.

Our technician from earlier is just wrapping up the installation job when they receive a **notification on their mobile** that they've been assigned a new job - investigate a faulty fire alarm, just a few miles down the road. They accept the job, hop in the van and head over.



Driving Business with Fire & Security Automation

This is a great example of what automation can do for a fire and security business – from automating scheduling processes and PPM service schedules, to automatically notifying technicians when parts are ready for pick up. A smart job management system assists your team at every touchpoint and enables a new, better way to work.

If you want your fire and security business to become more efficient and to do more with less, you'll need to have software that can handle those new processes. With Commusoft job management software, your business can benefit from all of the powerful automation features described above and much more.

Our team are ready to discuss your business challenges with you and how we can help automate your workflows to solve those challenges. Give us a call on **0203 0266 266** or book a demo below.

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