Real Link

REAL TIME

CFS

Corpor@te Facilities Services (CFS) is a family-run provider of integrated facility management solutions. They operate nationally across the whole of the UK providing cleaning, security and support services for over 50 shopping destinations. CFS holds SIA approved contractor status for the provision of security guarding and public space CCTV services, are ISO:9001 registered and Safe Contractor approved. When CFS started using Real-Link, they had a number of matters that they were trying to address. The first of these was employee attendance. They needed a simple way to prove to their clients that employees were where they should be, at the required times.

The Real-Link system easily addressed this providing real-time data showing where each employee had been, when they had been there and providing options to record what was done in each location. Clients are even given their own system logon so that they can check this information at any time, providing complete transparency between CFS and their clients. This level of transparency helps to create a positive relationship and avoid disputes about the service provided.

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In addition to proving attendance, CFS is using the Real-Link system to counter insurance claims. As well as providing proof that an employee has been at a certain location, CFS also use the Real-Link system to document any issues that they encounter such as trip hazards and the action that was taken.

This provides invaluable evidence to counter any claim of trips, slips or falls. Jack Martin, Managing Director of CFS has stated that use of Real-Link has meant that "insurance claims can be countered easier and more effectively".

Improved communication is another benefit to CFS of using the Real-Link system. If a member of staff discovers graffiti or a maintenance issue, they can detail this and report it immediately using the Real-Link system. With real-time reporting, it means that CFS can take the action required more quickly, providing a more effective service to their clients.

Real-Link is a data capture and proof of attendance system that utilises mobile phones and cutting-edge NFC technology. Real-Link is fully customisable to each individual customer's needs or available as an 'out of the box' solution. It is easy to use, quick to set up and cost effective. Real-Link provides the ability to monitor the location of employees, capture additional data including photos and video, and assists with lone worker protection.

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