

REAL SUCCESS

H Malone – Case Study

"We are almost at the point of achieving the holy grail of a "paperless office" on this project."



CASE STUDY – H MALONE

Profile:

H. Malone & Sons Ltd is a leading M&E services contractor in the North East of England.

Trading since 1926, H. Malone has worked successfully with many local and national construction companies. H. Malone has also worked with most local authorities, health authorities and government departments in the North East region.

Challenge:

H. Malone & Sons has been using Office 365 since early 2017 and decided to expand its use beyond email and the Office package. After meeting with TSG, the business identified a new project which would allow it to leverage some of the new capabilities in the Office 365 family of products.

The project involved the audit of over 2,000 properties on behalf of the Byker Trust in and around the Byker Wall area of Newcastle upon Tyne to determine whether the heating and domestic water systems and controls needed improving or even replacing.

This process, from booking and tracking visits through approval and installation, is managed using a series of PowerApp forms, Flow workflows, SharePoint lists and Power BI dashboards.

Solutions:

Requirements were gathered via a joint workshop. The design produced by TSG was given the green light by H. Malone. The solution was built on a platform comprising SharePoint, PowerApps, Flow and Power BI.

Industry:

Engineering services



CASE STUDY – H. MALONE

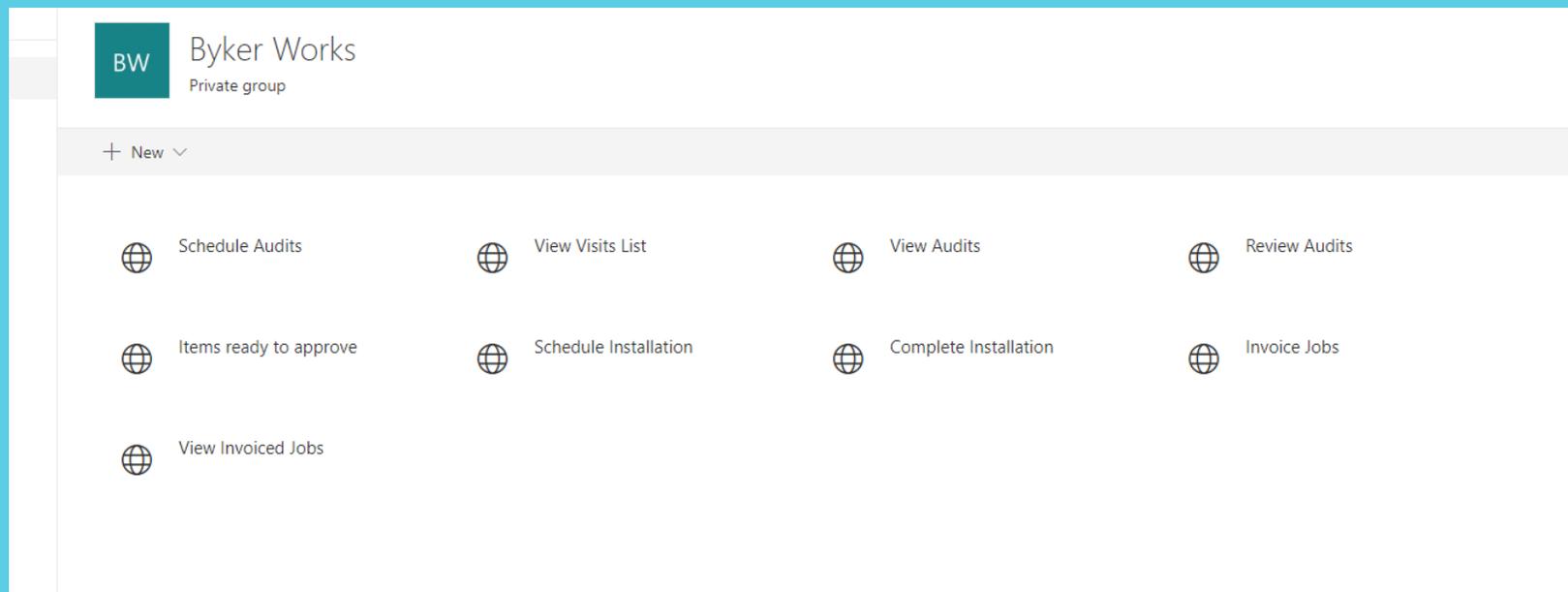


SharePoint:

SharePoint lists were used as the data store for all elements of the solution including addresses, valuations, aborted visits, tenant questions, user permissions etc. Document libraries are used for storing work packages, invoice and appointment letters.

Storing the data in SharePoint Online ensured the data was secure and met relevant compliance requirements such as GDPR.

SharePoint was also used to host the audit management portal where desktop/laptop users were able to process audits.



CASE STUDY – H. MALONE

PowerApps:

PowerApps provides the mobile workers with the interface required to capture audit information. A PowerApp was created using the SharePoint lists as its data source.

Microsoft Flow:

Workflows were created in Microsoft Flow to facilitate the flow of data between the various stages of a property audit, and to notify users of items requiring their attention.



PowerApp audit start page



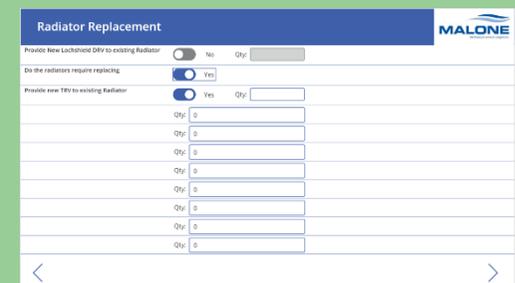
PowerApps manage audits view



PowerApps example audit screen



PowerApps Example Audit Screen



CASE STUDY – H. MALONE

Power BI:

Power BI was used to create a series of dashboards visualising audit stage, progress and completions along with cost analysis.



Installation Year Month

2018-09

Address

NO.02, WHICKHAM GARDENS

£968.47

ValuationAmount

Address	QuestionSection	QuestionID	Question	QuestionAnswer	Quantity	ValuationAmount	InstallationDate
NO.02, WHICKHAM GARDENS	General	Q1	Isolate and Drain heating within flat Allow for purging and refilling on completion.	TRUE		£45.54	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q2	Labour associated with controls upgrade	TRUE		£113.79	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q3	Remove existing 2 port motorised control valve on pipe connection to heating circuit.	TRUE		£5.69	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q4	Remove existing hot water control valve on pipe connection to HWS storage tank.	TRUE		£6.83	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q5	Install new 2 port valve on pipe connection to heating circuit.	TRUE		£47.16	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q6	Install Self acting temperature limiting valve on pipe connection to HWS tank	TRUE		£85.96	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q7	Install 22mm dia pipeline mounted filter ballvalve	TRUE		£33.82	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q8	Install 22mm dia pipe insulation to exposed pipework in tank cupboard	TRUE		£15.48	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q9	Install 15mm dia pipe insulation to exposed pipework in tank cupboard	TRUE		£10.8	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q10	Electrical - Remove Room Thermostat	TRUE		£13.17	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q11	Electrical - Remove 2 port valve actuator	TRUE		£13.17	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q12	Electrical - Remove Heating Programmer.	TRUE		£13.17	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q13	Re-use existing cable between DB and Cupboard retained.	TRUE		£72.95	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q14	Re-use existing cable cable between cupboard and programmable room thermostat.	TRUE		£88.2	17/09/2018
NO.02, WHICKHAM GARDENS	General	Q15	Install Byker Trust standard Programmable Room Thermostat	TRUE		£61.93	17/09/2018
NO.02, WHICKHAM GARDENS	Radiator Replacement	Q16	Do the radiators require replacing	FALSE		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q17	Type 1 Stelrad K1 700 x 1400	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q18	Type 2 Stelrad K1 700 x 900	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q19	Type 3 Stelrad K1 700 x 400	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q20	Type 4 Stelrad K1 600 x 900	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q21	Type 5 Stelrad K2 700 x 1600	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q22	Type 6 Stelrad K2 700 x 1200	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q23	Type 7 Stelrad K2 700 x 900	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiators	Q24	Type 8 Stelrad K2 700 x 600	0		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiator Replacement	Q25	Provide new TRV to existing Radiator	FALSE	0	£0	17/09/2018
NO.02, WHICKHAM GARDENS	Radiator Replacement	Q26	Provide New Lochshield DRV to existing Radiator	FALSE	0	£0	17/09/2018
NO.02, WHICKHAM GARDENS	Tank Replacement Test	Q27	Does the hot water storage tank require replacing	FALSE		£0	17/09/2018
NO.02, WHICKHAM GARDENS	Tank Replacement	Q28	Provide New Lochshield Hotwater Storage tank connection pipes. Reused where cold water feed	FALSE		£0	17/09/2018
Total						£968.47	

Dashboard

Invoice

Asset Register

+

VISUALIZATIONS

Drag data fields here

FILTERS

Page level filters

Drag data fields here

Report level filters

Drag data fields here

DRILLTHROUGH

Keep all filters

On

Drag drillthrough fields here

FIELDS

Search

- InstallationNotes
- InvoicedDate
- Mobile
- Modified
- Number
- NumberOfValuations
- StageValue
- Street
- StreetRef
- SubStation
- SurveyDate
- SurveyNotes
- TenantName
- TotalCost
- ValuationId
- ValuationNotes
- Voided

InstallationDateTable

- Date
- Month
- MonthName
- WeekNumber
- Year
- YearMonth

Valuations

- QtyID
- Quantity
- Question
- QuestionAnswer
- QuestionID
- QuestionSection
- ValID
- ValuationAddress
- ValuationAmount
- ValuationID

WHAT THEY SAID

H. Malone & Sons has been using TSG as our IT services provider for well over 10 years, providing hardware, software and support services for all aspects of our business.

This is our first foray into app development to leverage some productivity gains on a project where keeping records of over 2000 properties and job tasks seemed daunting.

TSG SharePoint and Power BI teams guided us through the process with internal workshops and fact-finding meetings to home in on the best design and feel of a bespoke application to capture all the relevant data we need to complete this project.

The final app is exactly what we were looking for and is now used extensively by our site operatives to ease their daily workload and capture securely the relevant information required and is all stored in "the cloud".

We are almost at the point of achieving the holy grail of a "paperless office" on this project.

We are so pleased with the involvement of TSG and the product that the team has delivered that we are envisaging utilising the same process for some other, similar projects that we are currently submitting proposals for.

George, IT Manager, H. Malone and Sons



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