



Company Profile

- > Gas & Electrical installation & maintenance services
- > RSL & Local Authority clients
- > Nationwide Services
- > 225 employees; 168 engineers
- > £15m annual turnover

Case Study: Smith & Byford



“Smith & Byford’s use of the Vixensoft solution has been a major factor in ensuring we continue to exceed our clients’ expectations. In the last year alone it has helped us to win new business and re-secure all of our existing contracts.”

Carl Burrows, Director



Smith & Byford are a fast-growing, multi-discipline building services contractor, delivering installation and maintenance services to domestic and commercial clients nationwide. Their IT strategy, together with their broader working policy, is founded on a vision of fostering open and trusting relationships with both clients and residents. They have a philosophy of continuous improvement and view IT as integral to their success in this regard.

Smith & Byford’s forward-thinking approach to technology has resulted in a series of innovative developments that has touched on every element of their business and served to improve efficiency and cost-effectiveness, as well as streamlining internal processes to the benefit of their client and resident services.

Investment, development & growth

Smith & Byford adopted their first integrated Vixensoft solution in 1997 to assist in the management of their M&E contracts and, in particular, the control of stock. Their original solution comprised Financial, Payroll, Estimating, Client Reconciliations, Job Costing and Stock Control modules.

Appreciating the benefits of integration, Smith & Byford have since worked closely with Vixensoft (now Causeway) to implement new facilities in response to changes in their business; most notably, the development of a successful domestic and commercial gas maintenance division. In 2002, the company first introduced the use of PDAs, delivering real-time communications with engineers in the field.

Since then, Smith & Byford have invested in functionality which they have foreseen contributing to their client and resident services, as well as their general profitability. This has included secure client access for online call monitoring; resident auto-text messaging; online resident feedback; engineer e-Time Sheets; e-Van Stock; Telegan V3 Flue Gas Analyser link (in partnership with Anton) and integrated GlobalLive vehicle tracking.



“ We’re looking at a 20% increase in productivity, simply because we’re monitoring our teams more closely. We’ll be saving hundreds of thousands of pounds, and that’s before considering the other impacts it’ll have, like reduced travelling and better deployment of staff. ”

Will Smith, Director


Timeline: Software Adoption

- 1997, Contractor System
- 1999, Service & Maintenance
- 2002, PDAs
- 2005, Client Web Access
- 2006, Live Call Monitoring
- 2007, Anton FGA link
- 2008, e-Van Stocks
- 2008, Auto-Texting
- 2009, GlobalLive

Key System Features

- ERP Integration
- Client web access
- Client system interfaces
- Engineer’s Diary scheduling
- Tenant reminder + ETA auto-texts
- Real-time monitoring
- Integrated mobile data
- e-Requisitions
- e-Van Stocks
- e-Time Sheets
- Telegan FGA Bluetooth® link
- GlobalLive tracking/scheduling

In partnership with



Compelling results

Today, Smith & Byford employ an industry-leading ERP solution, equipping them to deliver a quality of service that sets them apart from their competition. They are regularly tendering for, and winning, multi-million pound contracts with RSLs and ALMOs, including a 7 plus 5 year maintenance contract working alongside Mears plc for The Royal Borough of Kingston Upon Thames, worth approximately £40 million to Smith & Byford over its full term. In April 2007, they also secured a contract with the London Borough of Merton for 7 years valued at around £12 million.

The company has grown to employ 225 people, including 50 trainees as part of their commitment to training both young and mature students.

Director, Carl Burrows, believes that Smith & Byford’s proactive use of Vixensoft technology *“has been a major factor in ensuring we continue to exceed our clients’ expectations. In the last year alone it has helped us win new business and re-secure all of our existing contracts.”*

Return on investment

Smith & Byford Director, Will Smith, comments *“It is fair to say that greater efficiency in paperwork and systems provided by our Vixensoft system has contributed to steady improvement in our operating profit.”*

Early results of the new GlobalLive software indicate a 20% increase in productivity, simply because teams are being monitored more closely. This potentially frees a number of engineers to do other work, effectively saving their on-the-road costs

Smith & Byford view their software solution as a continuous ‘work-in-progress’, exploring new applications as they are released to assess potential and engaging with the Causeway development team to shape R&D.

