

BAILEY'S HEATING COMPANY LTD

Bailey's Heating Company Ltd pride themselves on the quality of their work and their great customer service.

They are a heating company based in Bedford, established in 2010.

Bailey's Heating Company Ltd specialise in domestic heating; natural gas, LPG and renewables.

They look after the heating for circa 4,000 properties on behalf of a housing association. They carry out annual gas servicing, boiler repairs and maintenance and replace boilers as and when required. They replace circa 250 boilers per year for the housing association. They also work within the private sector and have a large, loyal customer base.

WHAT SERVICE DID THEY USE?

- Remote desktop to host our shared diary
- IT Helpdesk services (both via telephone and email)
- New office set up (phones, desktops and so on)
- Telephone system
- API work (from our scheduling system to our largest customer's system). Updates completed jobs status and so on.

WHY DID THEY REQUIRE CONFIDENCE IT'S SERVICES?

Bailey's Heating Company Ltd are too small to warrant their own IT staff but still have various IT needs. They do not have the relevant skills in-house. It is an absolute necessity that their IT systems run perfectly as they are a 24/7 organisation.

WHY DID THEY CHOOSE CONFIDENCE IT AS OPPOSED TO OTHER COMPANIES?

Confidence IT were recommended to **Bailey's Heating Company Ltd**. Initially, **Bailey's Heating Company Ltd** just used **Confidence IT's** Helpdesk service and telephone system.

However, because they were so impressed by their knowledge, skills, friendliness, and **Confidence IT's** response times to Helpdesk calls, they opted to use **Confidence IT** on a bigger project, integrating their scheduling system with their largest client's system.

Confidence IT's staff are always super friendly and genuinely try to resolve issues quickly. This continually great service from **Confidence IT** gives the **BHC** senior management team reassurance.

HOW HAS CONFIDENCE IT'S SERVICES BENEFITTED THEIR BUSINESS?

Bailey's Heating Company Ltd have been able to fully integrate their scheduling system with the housing association's system. This means that any new jobs raised by them are automatically loaded onto their scheduling system; this has saved a significant amount of admin work as previously these jobs were added manually. They receive many thousands of jobs a year and so this automation process has saved a considerable number of man-hours. In addition, the information contained about the job is now always accurate. Previously it was open to human error.

Once the engineer has finished a job and selected "Complete" on their iPad, the housing association's system is automatically notified regarding the status of the job. Again, this used to be a manual process that took a long time to complete. It was also open to human error.

By having a more automated system, the office staff can focus on the more important side of our business; delivering great customer service and being here for both our customers and engineers when they need **Bailey's Heating Company Ltd**.

"FAST, FRIENDLY, FABULOUS SERVICE – CONSISTENTLY"

OUR PARTNERS

