ECS
Case Study

ECS is an award-winning nationwide electrical compliance contractor working in the social housing, public and commercial sectors. They specialise in bringing compliance and the latest technology together to process and accurately manage large volumes of electrical inspections, repair and installations, with minimal disruption and maximum cost efficiency. Keeping people safe and businesses compliant. ECS has grown to have a team of over 60 electrical engineers out on the road at any time, with offices in Corby, Manchester, Nottingham and Glasgow. As members of NAPIT, NICEIC and AESM, ECS are committed to continually improving electrical standards and awareness within the industry.

Results

100%
of data checked
within compliance documents in social housing

22K
documents
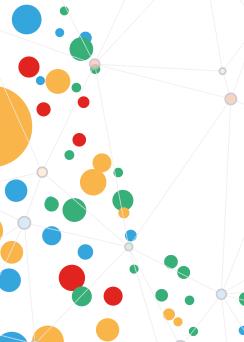compliance documents checked

1%
non-compliance
Electrical non-compliance docs decreased from 20% to 1%

Challenges

We produce all our EICRs using our own bespoke software platform (ECMS); our engineers carry a tablet that enables them to manage and deliver every stage of an electrical inspection, remedial work and installation from beginning to end, resulting in the creation of the relevant certificate, be it EICR, EIC or Minor Works.

Prior to using TCW, each certificate produced by our engineers, would be passed straight to our QS team for checking and validation. The QS would check and then master each certificate, ready for the client to download. In order to reinforce the checks that were being carried out by our QSs, we wanted to go one step further and be able to demonstrate to our clients that all our reports were being independently checked by an external source before they were sent out. As an electrical contractor, we will never replace the reports 'human' validation, but by adopting TCW, we have been able to add a layer of external validation to the approval of reports. This adds value to the service that we can provide to our clients.

Solutions

High levels of service

TCW offered us a great opportunity to deliver even higher levels of service than we already were! After carrying out some research, it was obvious that there was nothing else in the marketplace that could compete with TCW.

Improving standards

ECS are committed to continually improving electrical standards within the industry, and so to be able to use TCW to supplement and improve our QS process was a 'no-brainer'.

Pinpoint issues

Using an API (application program interface), the raw draft certificates uploaded from our engineers in the field are in-putted into TCW for sense checking. The QS can then bring up TCW's findings allowing them to quickly pinpoint any issues.

TCW provides us with another layer of external, independent validation that adds value & assurance

The Benefits

TCW provides us with another layer of external, independent validation that adds value and assurance to certificates that we supply to our clients, making the auditing process more streamline, more efficient and meticulously accurate. Engineers and QS's are only human and having this extra set of tireless eyes has been invaluable.

Engineers are genuinely appreciative of the feedback we can provide them thanks to the instantaneous checking of their work and have made an active effort to "raise their game".

Advice we would give to others looking to address their compliance challenges:

With compliance at the forefront of most client's minds following recent events, tenant safety is crucial. Social housing providers must guarantee and demonstrate that safety of their tenants is their number one priority. One way to combat this is to use technology to its fullest to assist with finding and reporting any issues to the relevant parties for resolution.

With mobile certification / reporting that can be instantly returned for verification and assessment, site issues can and should be resolved rapidly, if not the same day.

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Peter McGowan
Managing Director, ECS