



PLANRADAR AND ZENCONTROL

Illuminating opportunities with PlanRadar

A family run business committed to bringing the best automated lighting solutions with a 100% guaranteed satisfaction service, looked to technology to deliver on this promise.

“We are committed to further product development in order to remain at the forefront of the Automated Lighting Control industry and aim to offer our customers the very cutting edge of technology with a service to suit.”, according to David Hart, Managing Director with 40 years' experience.

Quality of installation is the key

Since its incorporation in 2006, Zencontrol LTD has become a prominent manufacturer of lighting control products. The commissioning team prides itself on quality lighting control solutions for a wide range of projects from schools, offices, and stadiums.

With each commissioning engineer working across multiple project sites and with multiple sub-contractors at any one time, the need to minimise time on the road

and create standards across different subcontractor teams is critical.

Overcoming challenges with the right software

With technology at the heart of zencontrol, the engineers were accustomed to using a reporting application. However, with limited capabilities, the commissioning managers still needed to produce daily reports at the end of each site visit and involve multiple people in the process of communicating faults between the team.

Tim Lloyd, Commissioning Manager, decided to search for a solution that could support the end-to-end process – including seeing the faults in real-time and sharing them with the electricians more easily.

PlanRadar was selected due to the transparency of information – everyone on the project team can see the tickets, and in context as they are added to the plan. Since then more than 40 projects have been conducted with around 3,000 tickets created in total, with large and complex projects having around 500 tickets for the

In commencing a project, zencontrol sends an email to the contractor with the project dates and that PlanRadar will be used to report any issues. A simple PDF guide is enough to onboard the electricians, and as it's an intuitive application they are then ready to go.

Solution

With PlanRadar, the commissioning manager's daily process has been transformed. Using just one application to log site data by attaching tickets for faults or quality checks to the blueprint directly onsite. The tickets are immediately assigned to the electrician for resolution, removing the need for additional people to be involved in the communication process.

For the installation team, instant notification and resolution status helped to bring clarity, with a filter function to easily see what tickets are due and what has been resolved. For the few subcontractors still exploring technology adoption, a PDF output was provided to help them transition from the offline fault list to utilising PlanRadar.

The photo function has been invaluable in demonstrating that the work has been completed, without always needing to be on the site, and bringing clarity to descriptions added by the teams.

Complete steps, around communication have been removed from the daily process and the time between each process step has been compressed, speeding the resolution of faults.

Results

The entire process of writing a daily report has also been eliminated. Previously taking each commissioning engineer up to 2 hours, the report within a customised zencontrol template is produced in seconds. The fact that all data is in one application makes this possible.

The other big impact is the early identification of errors, with a full audit trail of who completed the original install and subsequently the resolution. If there is a delay in the project, zencontrol immediately understands why. Tim stated that just one request to locate the audit trail of a fault from 18 months prior took hours, with PlanRadar this now takes seconds.

It is also a cost-effective tool, with subcontractors invited to view and resolve tickets for free. It's guaranteed that information is handed down to the site team and the responsibility shifts from one central point to across the team, minimising risk.

Projects are increasing in size and complexity, but as a technology focussed company it is great to have one solution to manage all commissioning processes in one space.



We have tried many other software solutions and none are as quick and as smooth to navigate as PlanRadar.

With PlanRadar, we have everything in one place!

*Tim Lloyd
Commissioning Manager, zencontrol*