WARNING
WILL CAUSE EXTREME
PRODUCTIVITY
BigChange
24/7 SERVICE
UNBEATABLE
CUSTOMER
SUPPORT
DEDICATED SUPPORT
THE JOB MANAGEMENT SYSTEM
TRUSTED BY THOUSANDS OF UK BUSINESSES

BE MILES MORE PRODUCTIVE

GROW STRONGER

RUN YOUR WHOLE BUSINESS ON THE COMPLETE JOB MANAGEMENT SYSTEM

MOBILE APP
JOB SCHEDULING
LIVE TRACKING
CRM
QUOTE & INVOICE
BUSINESS INTELLIGENCE
Today Fri 05
Robert Herbert - vehicle 02
Ivan Farnhill - vehicle 34
Eldon Michaels - vehicle 06
Terry McNamara - vehicle 78
21 min. to go
MacBook Air

MILLER & CARTER
- STEAKHOUSE -

Celsius

Welcome
NOVEX
TODAY
15
APRIL
10:00
-10
2
1
NOVEX
FACILITIES MANAGEMENT
MONSTER

CKTEL
LTD

Peace of Mind

WIN MORE WORK. STREAMLINE OPERATIONS. DELIVER A WINNING CUSTOMER EXPERIENCE.

IN THE OFFICE

Plan, schedule, track, quote and invoice with ease

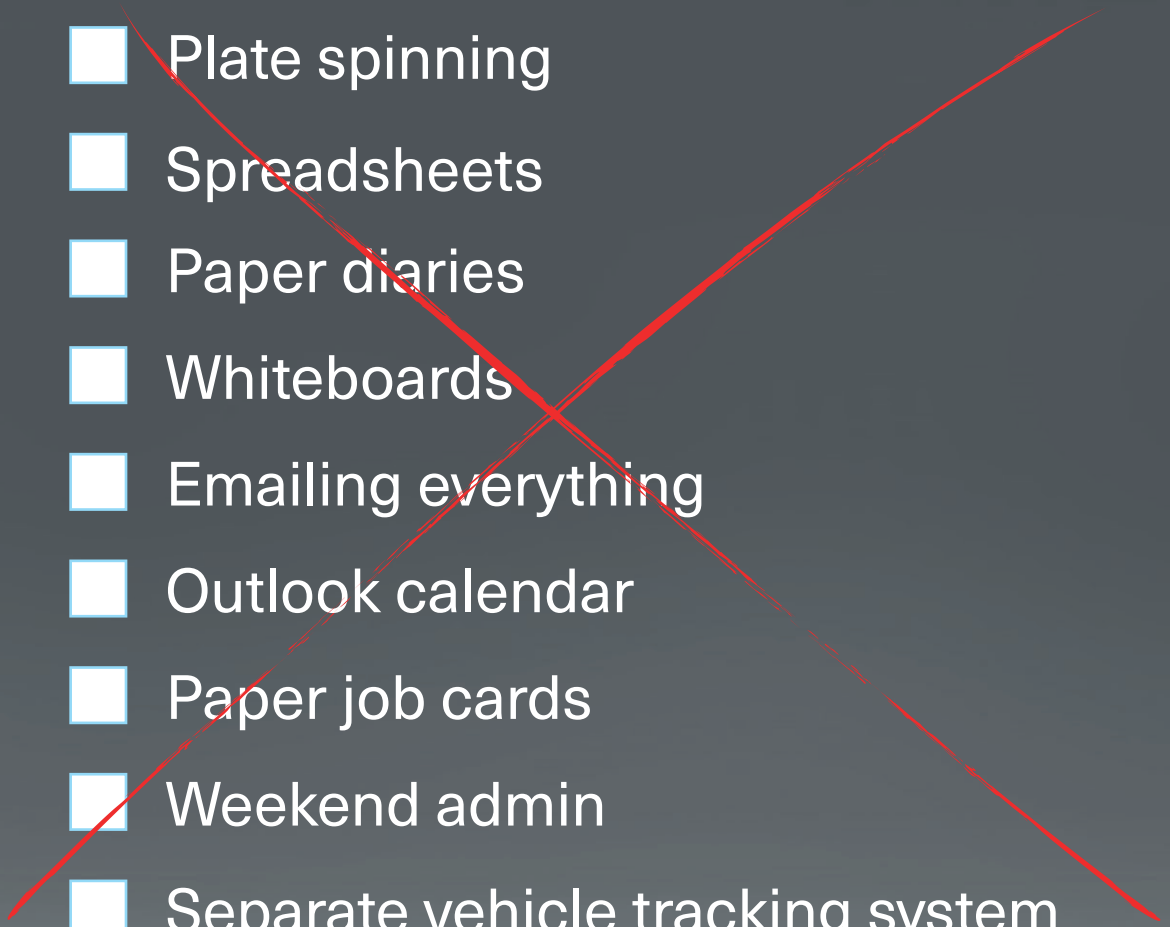
ON THE ROAD

Your engineers use the mobile app to manage work from beginning to end

WITH CUSTOMERS

Your customers receive ETA updates, job confirmation, job cards, invoices and even service reminders

SAY GOODBYE TO CHAOS



- [ ] Plate spinning
- [ ] Spreadsheets
- [ ] Paper diaries
- [ ] Whiteboards
- [ ] Emailing everything
- [ ] Outlook calendar
- [ ] Paper job cards
- [ ] Weekend admin
- [ ] Separate vehicle tracking system

- [x] BigChange

YOUR DAY ON BIGCHANGE'S JOB MANAGEMENT SYSTEM

01. BOOK THE JOB

It's easy for your team to book new jobs or work orders. Customers can also request work via your own dedicated online booking portal.

Customers receive your booking confirmation by email, (SMS also available), and they will love the ETA reminder on the day of their job.

03. TRACK THE JOB

The job can be tracked in real-time by your people in the back-office and even by the customer.

01 02 03 04

02. SCHEDULE THE JOB

Planned or reactive jobs can be scheduled depending on the skills and tools required. Location and date requirements are also considered.

04. MANAGE THE JOB

The job follows a straightforward workflow process and is managed step by step. Parts used can be logged, photos captured, and engineers can even view the history from previous visits.

05. CLOSE THE JOB

Once the work is complete, the customer can sign-off the job there and then. All the job information has already been sent back to the BigChange system.

07. GET PAID

With BigChange Pay, powered by BlueSnap, you can offer your customers convenient payment options including credit and debit cards.

05 06 07 08

06. INVOICE THE JOB

The moment a job is signed off, an invoice can be raised immediately and sent to the customer by email. The customer can pay on-site or according to their agreed payment terms.

08. ANALYSE THE JOB PERFORMANCE

You can understand job performance and profitability with business intelligence reports.

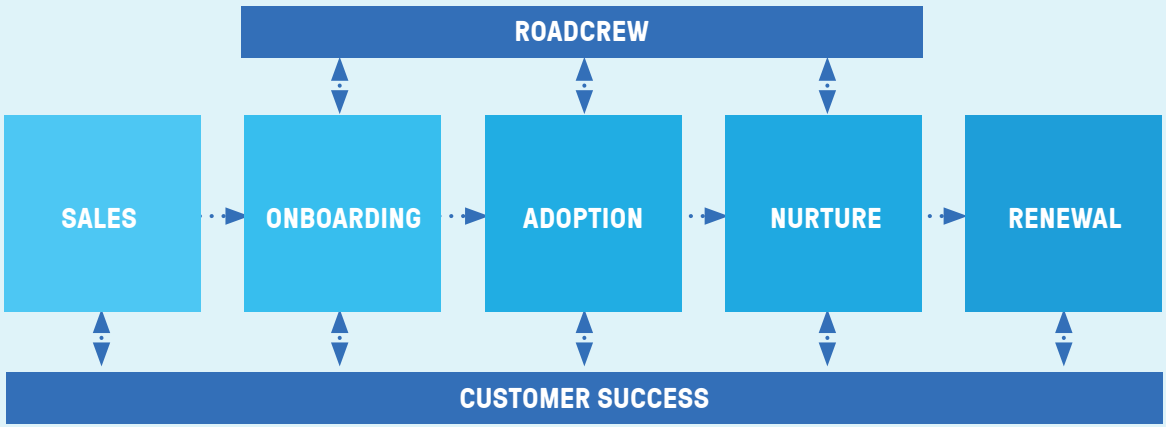
YOUR SUCCESS IS OURS. GET UP AND RUNNING FAST AND REACH YOUR GOALS WITH BIGCHANGE CUSTOMER SUCCESS

- We make sure BigChange gives you maximum value and delivers business impact fast
- Our proactive Customer Success programme starts right from the sales process, meaning you are supported even before you become a customer
- Throughout your entire BigChange journey, you will have a dedicated Customer Success representative offering guidance, support and advice

THIS MEANS WE'RE ALWAYS THERE WHEN YOU NEED US

BIGCHANGE HAS ONE MISSION: TO MAKE OUR CUSTOMERS SUCCESSFUL

OUR 5-STAGE CUSTOMER SUPPORT PROGRAMME:



BIGCHANGE CUSTOMER SUCCESS MEANS...

- Your personal BigChange Customer Success representative accelerates the value you get from your Job Management System and supports your team for the lifetime of your contract
- The setup and configuration of your system will be expertly managed by your designated Onboarding Manager, ensuring the process is fast and efficient
- From day one, your team has access to BigChange's RoadCrew customer service team, 24/7, for on-demand support and advice

LIFETIME CUSTOMER SUCCESS MANAGER

DESIGNATED ONBOARDING MANAGER

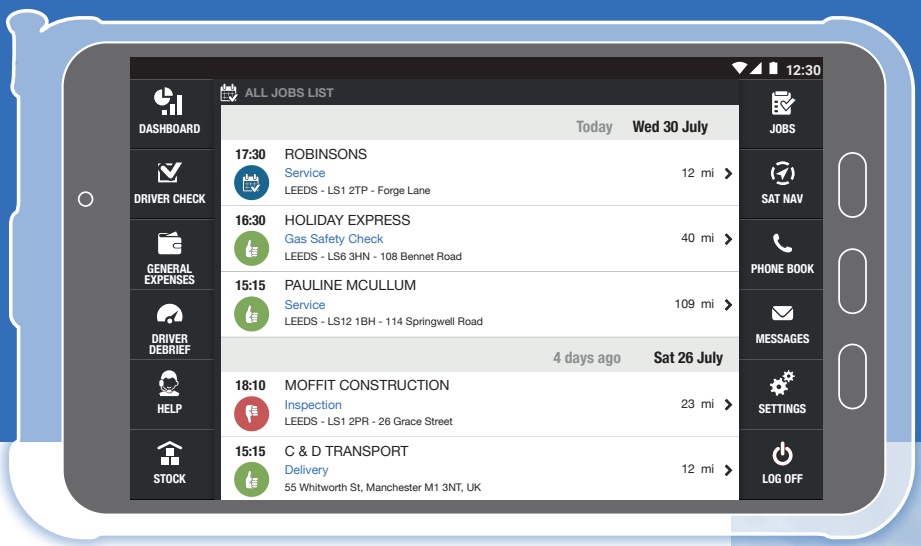
ROADCREW CUSTOMER SUPPORT

6 IN 1 MOBILE APP

GET EVERY JOB RUNNING SMOOTHLY

GET IT ON Google Play

Download on the App Store



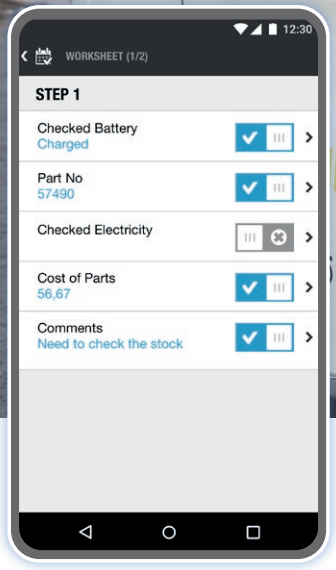
Boost productivity, do more jobs and leave the paper trail behind when your engineers manage all their work on the BigChange app.

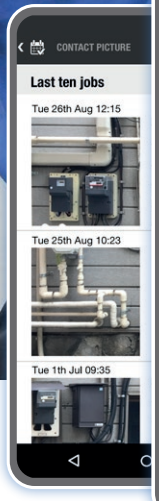
FOR ENGINEERS & TECHNICIANS OF ALL KINDS

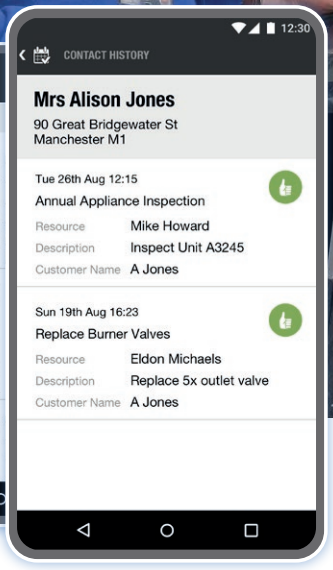
The BigChange mobile app is for all your field based people, whether employed or contracting for your business. It runs on any Android or iOS based smartphone or tablet.

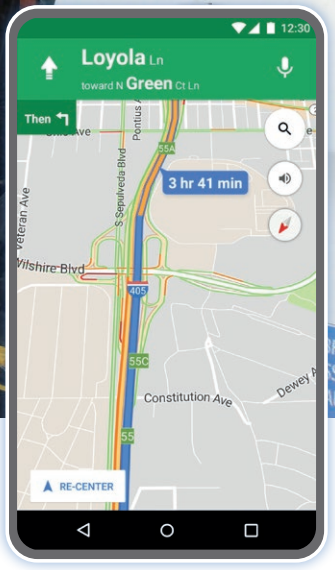
Quora Group
Growing Stronger on BigChange since 2017

McDougall Group
Growing Stronger
on BigChange since 2015









MANAGE EVERY JOB STEP-BY-STEP

Every task is managed step-by-step, custom workflows give you the ability to mandate each process. This includes data-capture, photos, barcode-scanning or other instructions. Plus, multiple worksheets can be attached to each job.

VIEW PREVIOUS JOBS AND PHOTOS

App users can view the history of the last 10 jobs against any contact or piece of equipment. They can also view the last 90 photos for any given contact, giving them invaluable insight at the tap of the screen.

INTEGRATED SAT-NAV

Job and work locations are automatically inputted into the integrated sat-nav, using Google Maps or optional integration with Co-Pilot.

CREATE YOUR OWN CUSTOM WORKFLOWS

Create, edit and amend custom workflows fast. Choose whether actions are mandatory or not. Specify exactly the steps that need to be completed and in which order.

PHOTO AND SIGNATURE CAPTURE

Proof of work or delivery is provided via signature capture and photo capture before, during and after work. Get the proof of service or delivery that you need without making physical contact.

LOG EXPENSES IN SECONDS

Simply snap the receipt, enter the amount and the details, and submit. It makes expense management a breeze.

VIEW STOCK AND EQUIPMENT. ADD PARTS AND LINE ITEMS

Add pre-defined items to a job whilst on site, including upsells, parts and additional services offered. You also have complete visibility of the stock and equipment associated with each job.

RISK ASSESSMENTS AND METHOD STATEMENTS

Mobile workers can review method statements and carry out risk assessments, all with electronic sign-off. And jobs can't be started until this has been completed.

MOBILE CRM ACCESS

View and update CRM records, tickets, notes and contacts on-the-go. See which contacts are nearby.

ELECTRONIC WALK-AROUND CHECK

You can enforce driver safety walk-around checks and work cannot begin until this has been completed. Our system lets you create multiple vehicle-specific or role-specific safety checks. You can also view previous checks, see outstanding defects and fix or reconcile issues from the app.

TIMESHEETS

The app captures full time and attendance details with start, finish, lunch and breaks logged.

RISK MANAGEMENT ALERTS

Alert key people when mobile resources raise an 'answer at risk', even whilst the job is in progress.

ATTACH MULTIPLE WORKSHEETS

Attach multiple worksheets to a single job type and control the order they are completed in.

WORK OFFLINE

The BigChange app allows mobile resources to start and complete jobs, even whilst mobile data is not available. Data is sent back once mobile data service resumes.

CONDITIONAL BRANCHING

Your workflow is automatically determined based on answer-based rules and dependencies. It ensures the correct procedures are followed and adds a layer of intelligence to more complex processes.

FILE LIBRARY

Mobile workers can access documents, images and diagrams in the field using the file library. Perfect for standard operating procedures and other essential documents.

DEVICE-LOCKDOWN SOFTWARE

We keep your data secure. Optional device-lockdown software blocks access from non-authorised apps, website or device functions. It also allows remote support from BigChange's RoadCrew team.

PAUSE, SUSPEND OR REJECT

Your system can be customised so that mobile resources can pause and suspend jobs, or even reject new jobs if they are unable to complete them.

CREATE NEW JOBS IN THE FIELD

Mobile workers can create new jobs from scratch in the field, enabling them to respond quickly to customer requirements as they arise.

DETAILED TIMESTAMPING

All activities are timestamped, providing an audit record of when jobs were received and accepted - and when the resource started travelling, arrived and started working. This means accurate customer bills and equips you with all the facts in the event of a customer query.

JOB INFORMATION SENT TO THE BACK-OFFICE IN REAL-TIME

Updates and worksheet answers are sent to your back office in real-time, so they have true visibility of progress against the plan.

ALERTS FOR MOBILE RESOURCES

Configure custom alerts for your mobile workers, telling them that a job is at risk of over-running, this keeps them informed to manage customer expectations.

CALL DIRECT FROM THE APP

Click on a customer's phone number within the app to make a call via the mobile device (requires a voice enabled SIM).

YOUR ENGINEERS AND TECHNICIANS CAN CALL BIGCHANGE 24/7 FOR ON-DEMAND SUPPORT

40%
YEAR ON YEAR GROWTH

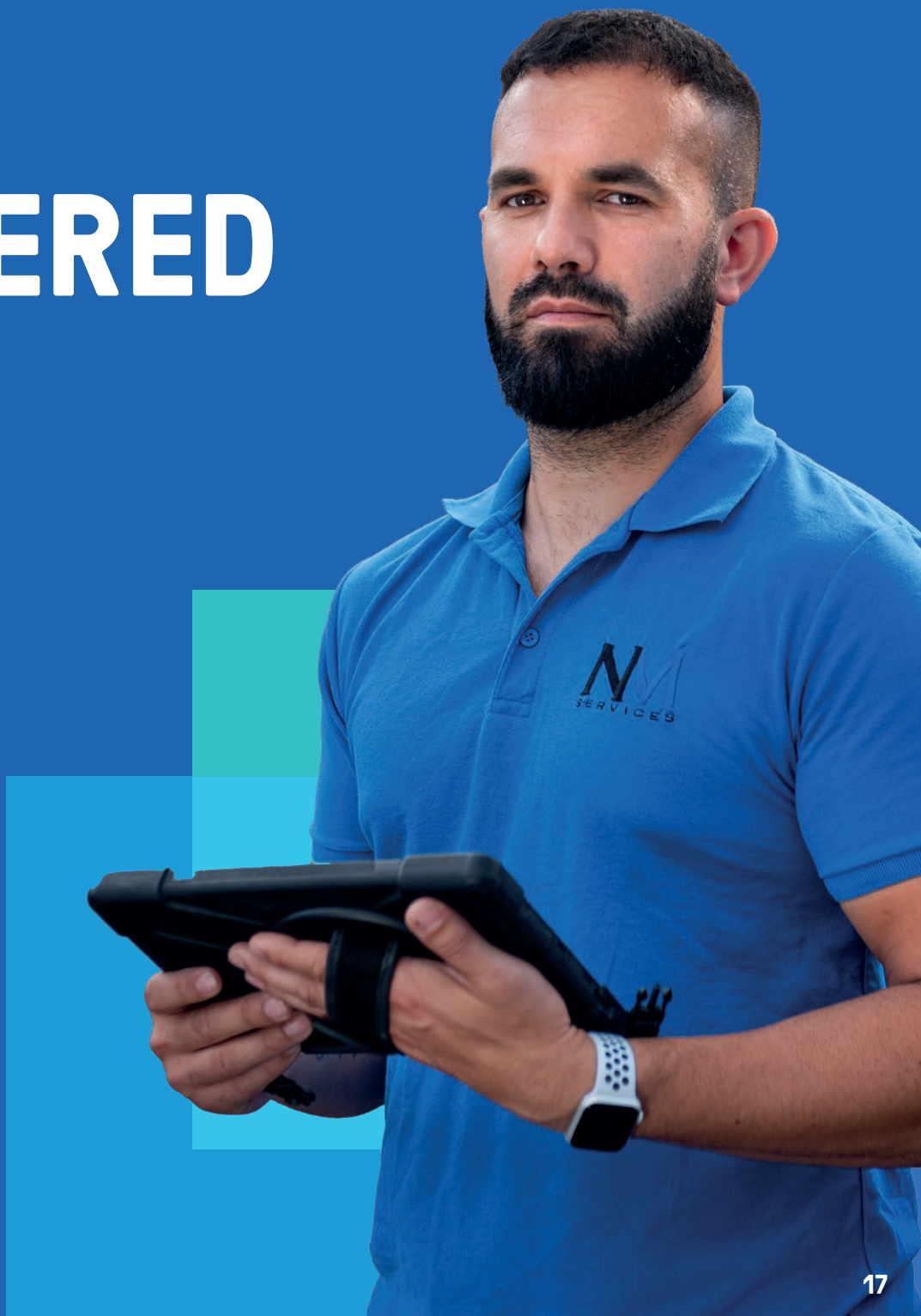
50%
REDUCTION IN ADMINISTRATION

BigChange really is an all-in-one business solution. It provides a seamless flow of real-time information from initial job booking, to field operations, to finance and management and onto our customers. It's already reduced office and accounts administration by 50%.

From a business perspective BigChange is a game-changer. Being cloud-based and mobile we've been able to set up a new office literally in a day and get new field operatives up and running in a few hours. I can also use the management app on my phone to keep a watch on everything going on, 24/7 from anywhere."

Jon Johnson, Managing Director, National Maintenance

ADMIN CONQUERED



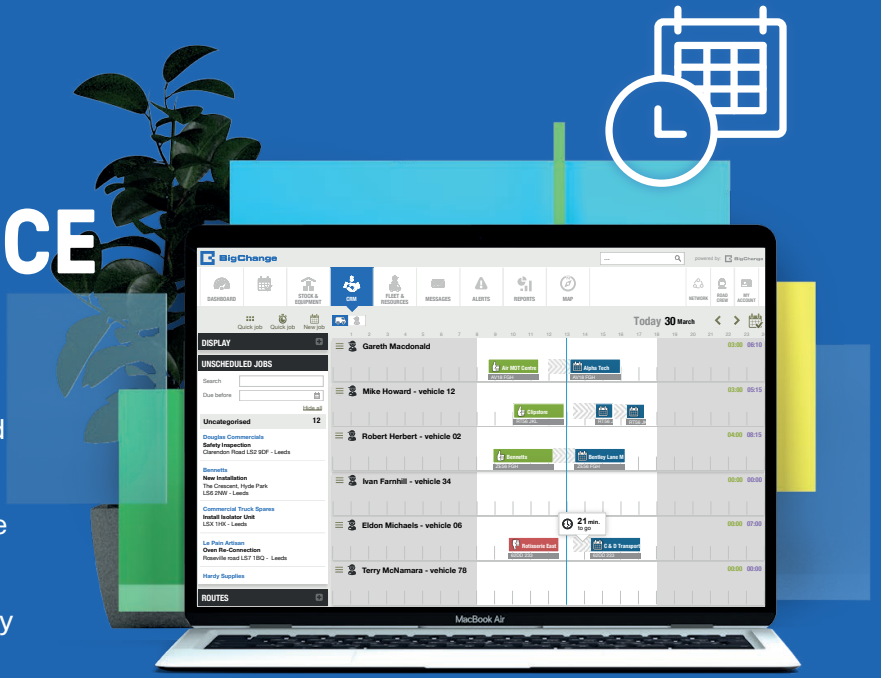
National Maintenance
Growing Stronger on BigChange since 2020

6 IN 1

JOB SCHEDULING

HIGH PERFORMANCE ON SCHEDULE

- Optimise your engineers, lower costs and respond fast to new opportunities
- Boost your first time fix - get the right people to the right job, at the right time, with the correct parts
- Boost the number of jobs you can take on each day by intelligently scheduling your team

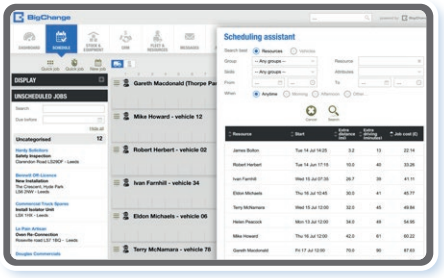


Celsius Plumbing and Heating
Growing Stronger on BigChange since 2016

Celsius Plumbing and Heating

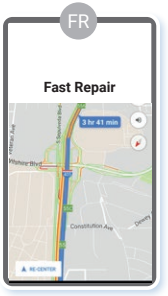
“ BIGCHANGE AUTOMATICALLY GENERATES SCHEDULED APPOINTMENT OFFERS MAKING IT VERY EASY FOR THE CUSTOMER TO JUST SAY ‘YES’. OUR SERVICE BOOKING SUCCESS RATE HAS INCREASED FROM 20% TO 90%.”

Michael Cairns, Managing Director,
Celsius Plumbing and Heating



INTELLIGENT SCHEDULING ASSISTANT

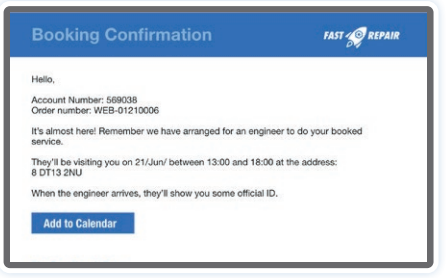
Optimise your resources by intelligently allocating the right people, skills and vehicles to each job. It offers slots your customers can just say 'YES' to. It takes away the guesswork – so you can deliver the best possible service at the lowest possible cost.



Fast Repair are due to arrive at your address at 13:10 Track us live using this link

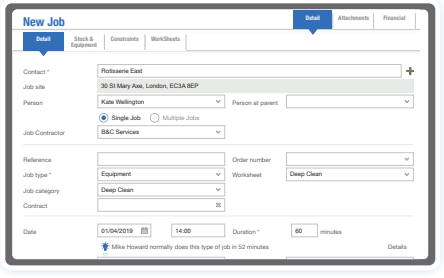
ETA ALERTS

Your customers receive an estimated time of arrival by SMS and email on the day of their job, ensuring they know to be on-site and avoiding failed visits.



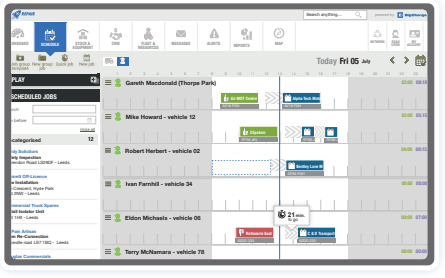
BOOKING CONFIRMATIONS

As soon as jobs have been scheduled, your customer receives a booking confirmation and a calendar invite they can add instantly to their schedule.



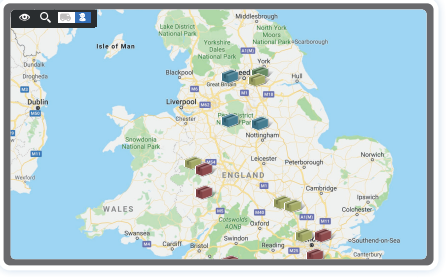
CREATE JOBS & WORK ORDERS

With BigChange's clear, visual user interface, it's quick and easy to book jobs and create new work orders fast.



A SCHEDULE VIEW TO SUIT YOU

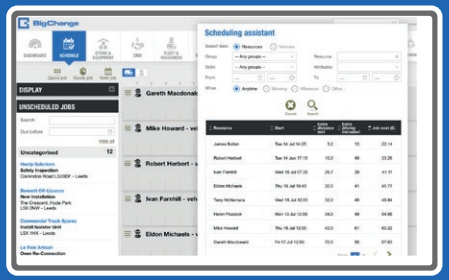
Just drag and drop jobs directly onto the schedule. Plus view by day, by week or by month.



ASSIGN PARTS AND STOCK DIRECTLY TO JOBS

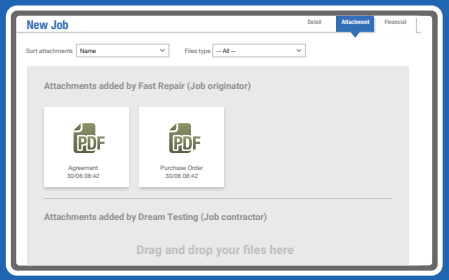
Instantly check parts availability at multiple locations. Then add the items directly to the job.

HELP MAKE SCHEDULING EVEN SLICKER



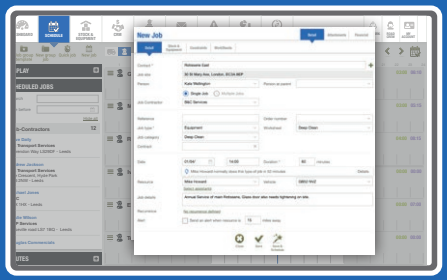
RECURRING JOBS

Book recurring jobs with ease. Choose different timeframes for job repetition. Saves the time of re-booking jobs manually.



ATTACH FILES & PHOTOS TO THE JOB

Keep your back office and engineers fully informed by attaching files, images and documents that can be accessed on site.



SEND JOBS TO SUBCONTRACTORS

You can even send jobs to your sub-contractors. Add a sub-contractor licence to your plan and they'll be up and running in no-time.

WHAT3WORDS

FOR LOCATIONS THAT ARE HARD TO LOCATE

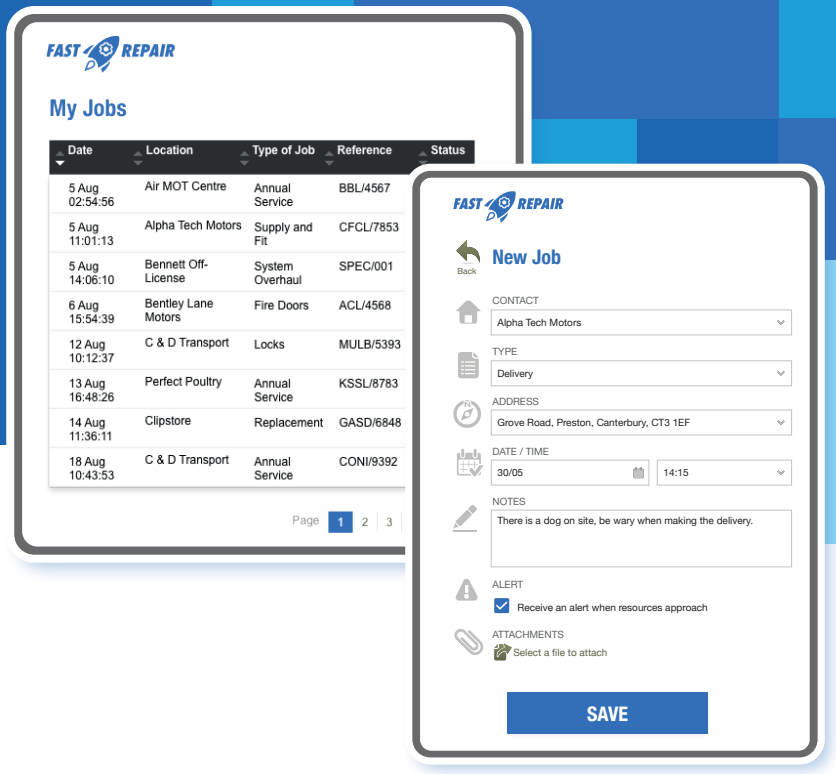
The BigChange Job Management System seamlessly integrates with what3words. So when you're scheduling work, you can always be confident that your engineers will be able to find the job site, even if it's not on the map.

SINGLE ENGINEER OR A TEAM

You can allocate multiple people to a single job and even configure the system to automatically add pairs or teams that always work together.

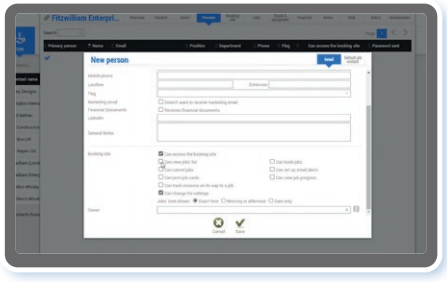
ONLINE BOOKING WITHOUT FUSS

Take customer convenience to new heights with our secure, on-demand online booking portal.



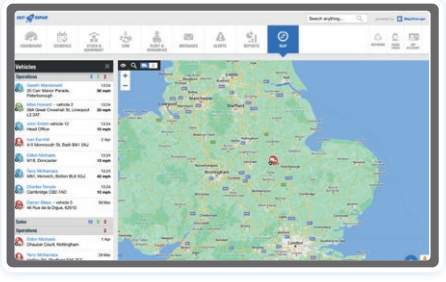
SELF-SERVICE

Your customers can access their own personalised portal to make new job requests, view progress live and even download job cards once work is complete.



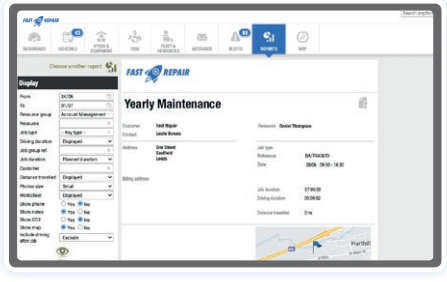
CONTROL WHAT USERS CAN DO

Give your customers secure, controlled access to their booking portal, with multiple levels of access that define what each user can and can't access.



LIVE VISIBILITY OF JOB PROGRESS

Give customers the option to track your engineers live on the map – even as they travel to the work site.



DOCUMENTS ON DEMAND

Customers can access details of previous jobs completed and download job cards, reports and certificates directly from the portal.

92%

FIRST TIME FIX RATE

40%

PRODUCTIVITY INCREASE

“

BigChange really is the ultimate management tool and enables us to deliver an exceptional level of service at the same time as making us a lot more efficient. This is an advantage for both the client and us.

The system has put an end to laborious paperwork and data entry, and as jobs come in they are instantly available to our engineers. It means we can be more reactive and efficient with our time, therefore around 40% more productive, allowing us to take on more work with the same resources.”

Christian Tonna, Managing Director, MEDLEC

REVIEWS GLOWING

Medlec Electrical
Growing Stronger on BigChange since 2018

6 IN 1

LIVE TRACKING

CONTROL YOUR ENTIRE OPERATION IN REAL-TIME

Nserv Facilities Management
Growing Stronger on BigChange since 2020

Get complete visibility of your engineers, technicians, vehicles and assets.

LIVE TRACKING

Our hard-wired or plug-and-go vehicle tracking, with 60-second updates, gives you real-time visibility of your teams. You can also track via mobile devices, while the plug-and-go unit connects directly into the vehicle's OBD socket and requires no hard-wired installation.

UP TO 7 YEARS' COMPLETE RECORDS

The BigChange system captures detailed turn-by-turn records of every mile driven. Collecting data on time spent at locations, speed, engine idling and driver behaviour. This gives you a detailed audit trail to access on-demand.

DEDICATED TRAILER AND PLANT UNIT

BigChange offers a dedicated tracking unit for trailers and pieces of plant or construction equipment.

CANBUS AND TACHOGRAPH LINKS

BigChange can provide even more vehicle insight, through optional links to the vehicle CANbus and to the Tachograph for management of driver hours and the working time directive.

LIVE TRACKING

WHAT3WORDS

The BigChange Job Management System seamlessly integrates with what3words. So when you're scheduling work, you can always be confident that your engineers will be able to find the job site, even if it's not on the map.

VEHICLE AND RESOURCE GROUPS

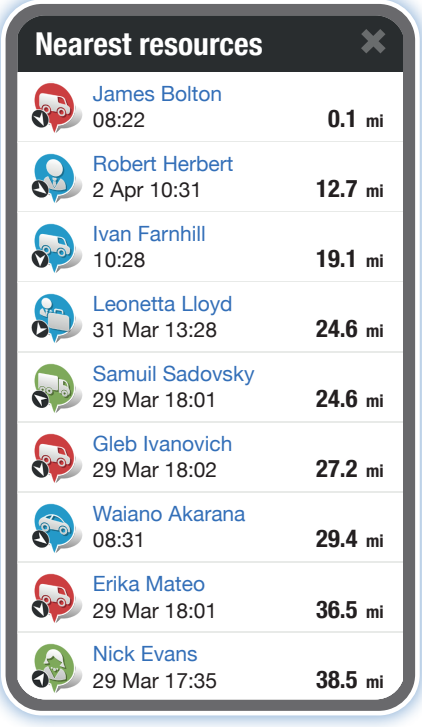
Vehicles are displayed in their respective groups, allowing you to filter and search quickly.

VIEW JOBS AND CONTACTS

Customise your view, and see points of interest, contacts and jobs on the map. Choose and colour-code your map icons so it's easier to read at-a-glance.

ROUTE PLANNER

Our route planner lets you define the best possible journey between jobs, saving time and fuel.



TERRITORIES AND GEOFENCES WITH ARRIVAL AND DEPARTURE ALERTS

Create and manage territories and geofences, and set up alerts for important vehicle movements. Easily know when vehicles travel on a toll road, enter a congestion charging zone, or arrive at specific locations.

FIND NEAREST VEHICLE

Respond faster to urgent jobs, as BigChange helps you quickly find the nearest resource (with the right skills and type of vehicle) to a given location.

REAL SPEED LIMITS

Our sophisticated mapping technology has real speed limit awareness, so you know when limits are being exceeded.

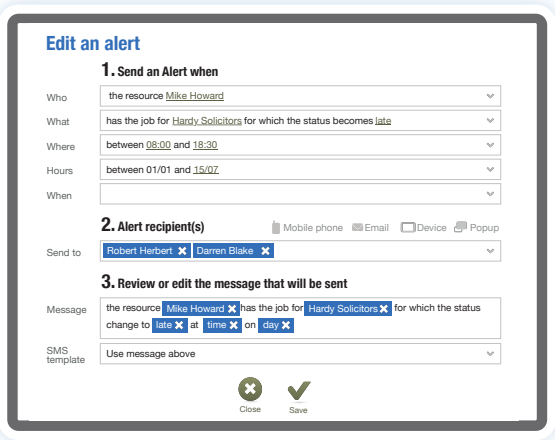
LIVE TRACKING

STAY ALERT

BigChange gives you the power to keep on top of important developments throughout your business.

You'll receive alerts by text message, email and our own in-system messages – covering important day-to-day events across your organisation. Including:

- Engine idling
- Vehicle movement
- Vehicle enters a territory, location or geofence, such as Congestion / ULEZ zones
- Job status changes (e.g. scheduled, started, refused, completed, completed with issues)
- An accident or incident has been logged
- Jobs will over-run or start late
- ETA (estimated time of arrival) alert for customers
- Vehicle defect has been reported
- Answer 'at risk' on a worksheet
- A case, task or note is overdue
- Vehicle service due
- Vehicle lease or MOT expiry
- Customer 'service reminder' due
- When a sales appointment has been completed
- Alert on jobs that have not been scheduled
- Alert on jobs that have a specific SLA



ALERTS WIZARD

Our easy-to-use Alerts Wizard makes it easy to configure alerts on activities and events across the BigChange system.

> **"USING BIGCHANGE, WE CAN SEE WHERE OUR STAFF ARE AND SET UP ALERTS TO ALLOW US TO REACT IF THERE IS A CHANGE IN PLAN. THIS MEANS WE ARE ALWAYS AHEAD OF THE GAME AND CAN KEEP OUR CUSTOMERS UPDATED."**
>
> Steve Baker, Building Services Director, Jardak Services

Jardak Services
Growing Stronger on BigChange since 2019

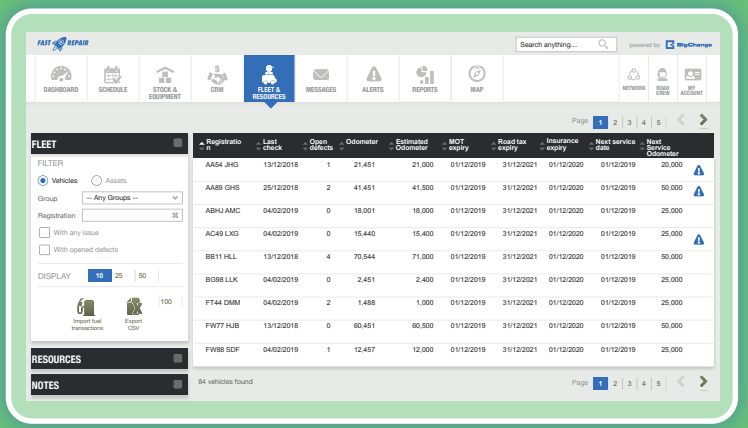
LIVE TRACKING

YOUR FLEET, COVERED

With BigChange, you can manage the fleet data on all your vehicles, trailers, assets and equipment. Removing many of the risks associated with vehicle investment and day-to-day running.

MANAGE ALL TYPES OF VEHICLES

There's no limit. Our system lets you manage any type of vehicle, asset, trailer or special vehicle.

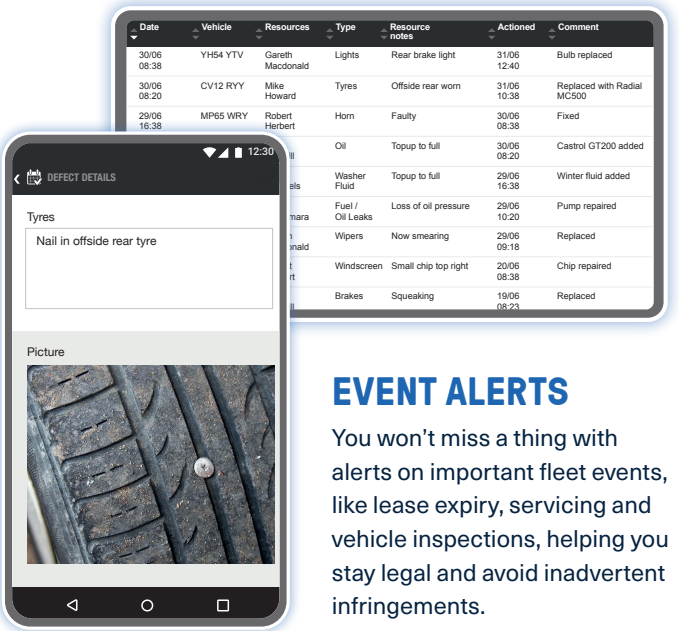


CAPTURE KEY FLEET DATA

Instantly access key data, such as vehicle odometer and fuel tank levels.

SECURE DOCUMENTATION

BigChange creates a safe, secure central place to keep everything organised – including leases, insurance, MOT, vehicle registration and other legal documents.

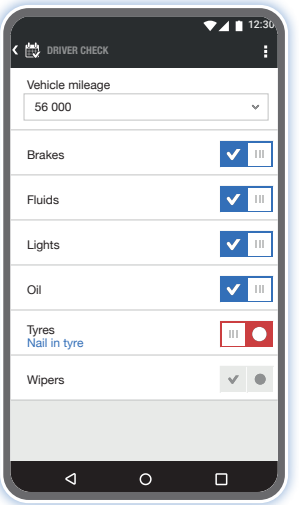


EVENT ALERTS

You won't miss a thing with alerts on important fleet events, like lease expiry, servicing and vehicle inspections, helping you stay legal and avoid inadvertent infringements.

DVSA COMPLIANT WALKAROUND CHECKS AND DEFECT MANAGEMENT

Our management functionality allows you to manage defects and repairs with confidence, keeping a detailed record for each vehicle.



IMPORT AND LINK FUEL CARD DATA

You can link fuel card transactions to actual vehicle mileage (verified by the integrated vehicle tracking). Identifying discrepancies and calculating accurate MPG figures.

25%
IMPROVEMENT IN EFFICIENCY

24/7
VISIBILITY OF OPERATIONS

“

BigChange has completely revolutionised the business by eliminating paper and giving us real-time and 24/7 visibility of everything going on. In managing the fleet operation, BigChange has already improved efficiency by 25% and I reckon we’ll be able to expand the business quite a lot more, without the need to increase numbers in the office.

The BigChange app navigates brilliantly, right to site, using the unique 6-digit references used by utilities, and we don’t need to call drivers anymore as everything is on the tablet.”

Lance Bromley, Director, HTF Transport

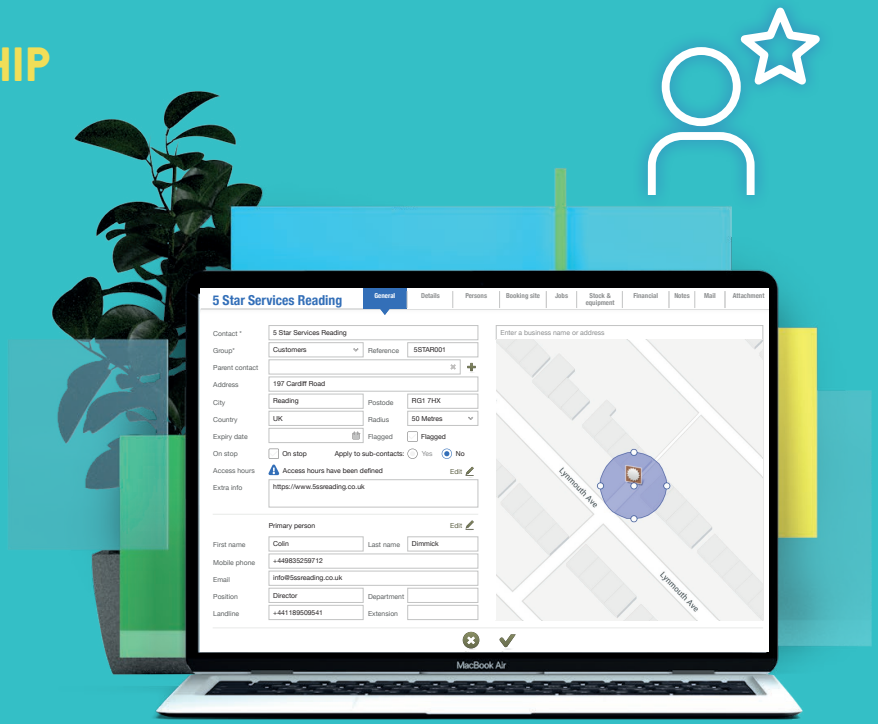
JOBS SORTED

HTF Transport
Growing Stronger on BigChange since 2020

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

GET CLOSER TO CUSTOMERS

- Get a 360° view of every customer, contact, site and contract
- Respond efficiently to enquiries with fast call handling and tracking
- Instant access to customer information and job histories



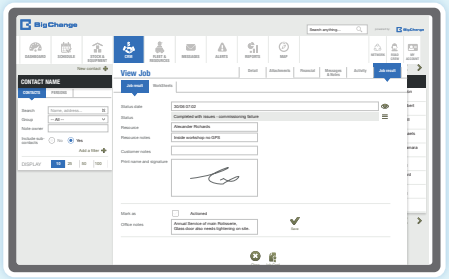
SC Duncan

"I AM THANKFUL TO SAY I PICKED BIGCHANGE, WHICH HAS BEEN FANTASTIC FROM THE OUTSET. BIGCHANGE HAS EVERYTHING WE NEED – A COMPLETE SOLUTION FOR THE CUSTOMER JOURNEY FROM BOOKING AND CONFIRMING APPOINTMENTS RIGHT THROUGH TO INVOICING. THE REPORTING IS ALSO EXCELLENT, BUT THE OVERALL WINNING ASPECT IS ITS SIMPLICITY."

James Tranham, Managing Director, SC Duncan

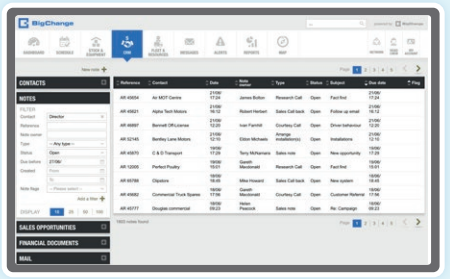
SC Duncan
Growing Stronger on BigChange since 2020

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)



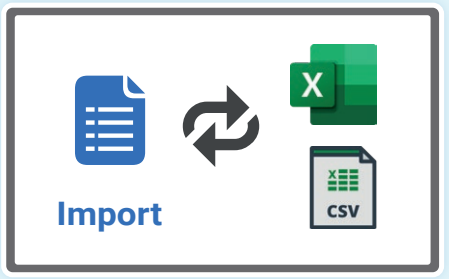
CONTACTS

Manage all your contacts in one place. Create groups of customers, prospects, leads and locations, including photos. Access a detailed history of each job, photos, visit, email or call.



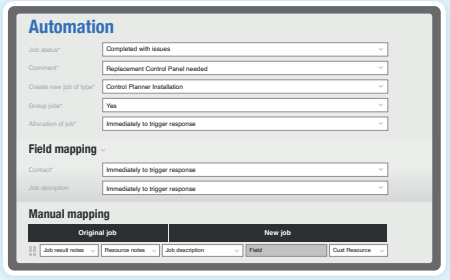
CASE MANAGEMENT

Keep on top of customer service by creating tickets that enable you to manage enquiries to resolution. Easily assign each case to the right person in your business.



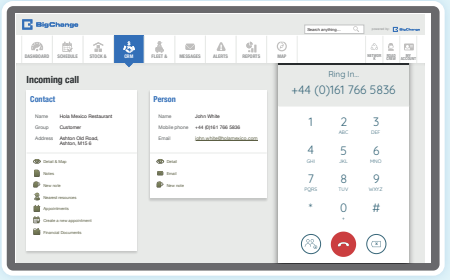
IMPORT DATA WITH EASE

Bring your data to BigChange from other systems. Just use the data import template and the system does the rest.



SAVE TIME WITH AUTOMATIONS

Be more efficient. Create workflows that automate the sending of documents and other routine tasks.



VOIP PHONE INTEGRATION

Make every call a great experience. Contact information loads instantly, so your team can always greet customers by name.

GDPR COMPLIANCE

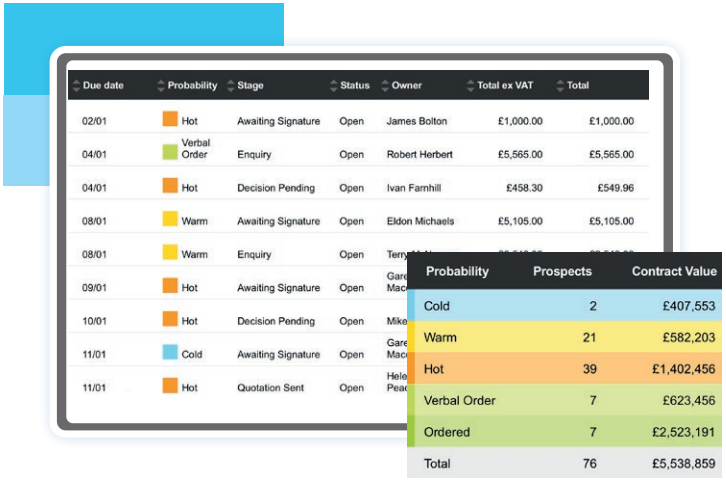
Make GDPR compliance easier with complete visibility of customer data and opt-in preferences for your communications.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

WIN MORE WORK

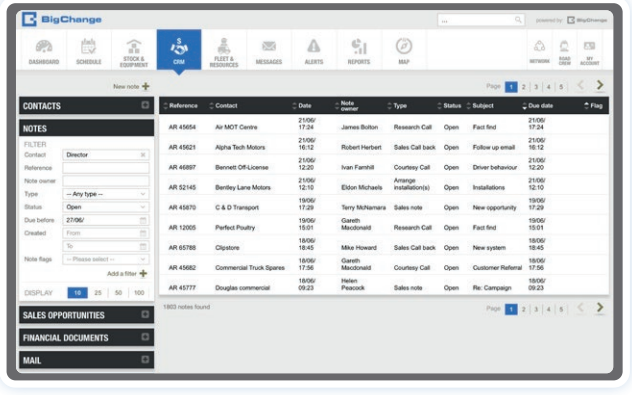
- Empower your sales team with a single view of all live opportunities and their pipeline
- Create and send professionally branded quotes and proposals that customers can review and accept online
- BigChange brings all your sales data together in one place so you can drive performance

Quora Group
Growing Stronger on BigChange since 2017



Due date	Probability	Stage	Status	Owner	Total ex VAT	Total
02/01	Hot	Awaiting Signature	Open	James Bolton	£1,000.00	£1,000.00
04/01	Verbal Order	Enquiry	Open	Robert Herbert	£5,565.00	£5,565.00
04/01	Hot	Decision Pending	Open	Ivan Farnhill	£458.30	£549.96
08/01	Warm	Awaiting Signature	Open	Eldon Michaels	£5,105.00	£5,105.00
08/01	Warm	Enquiry	Open	Terry McNamara		
09/01	Hot	Awaiting Signature	Open	Gareth Macdonald		
10/01	Hot	Decision Pending	Open	Mike Howard		
11/01	Cold	Awaiting Signature	Open	Gareth Macdonald		
11/01	Hot	Quotation Sent	Open	Helen Peacock		

Probability	Prospects	Contract Value
Cold	2	£407,553
Warm	21	£582,203
Hot	39	£1,402,456
Verbal Order	7	£623,456
Ordered	7	£2,523,191
Total	76	£5,538,859



SALES PIPELINE MANAGER

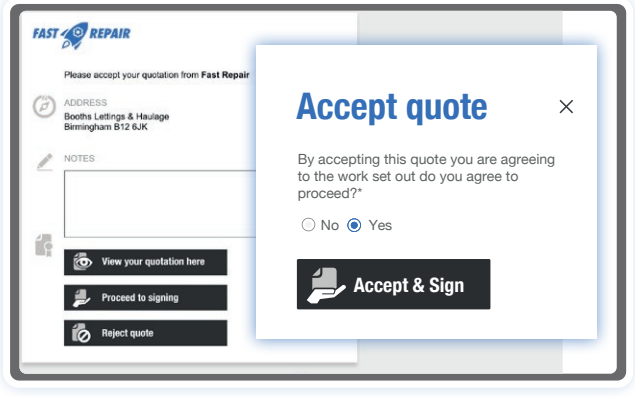
Turn more opportunities into paying jobs with a complete view of your team's sales pipeline and where each potential customer is in the sales cycle.

SALES ACTIVITY TRACKER

Your sales team stays focused and is more productive when their calls, contacts, quotes, proposals and appointments are just a click away.

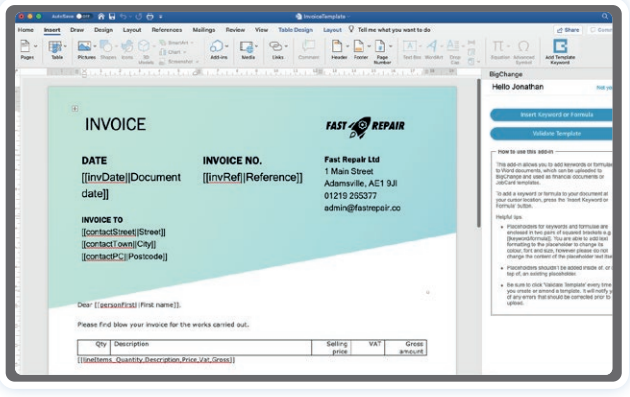
SEND PROFESSIONAL LOOKING QUOTES FAST

Rapidly respond to new enquiries. Create professional quotations and proposals fast using fully branded, ready made templates.



CUSTOMERS CAN ACCEPT YOUR QUOTES ONLINE

Customers can review your quote then click on a link to digitally accept and confirm.



CREATE YOUR OWN BRANDED TEMPLATES WITH OUR PLUGIN FOR MICROSOFT WORD

Design your own templates in Microsoft Word, define the editable fields and then import directly into BigChange.

£1M

GROWTH BOOST

30%

SAVING IN TIME

In the end there wasn't anything that matched BigChange for functionality; it gives us that seamless connectivity and it has replaced 5 separate systems - saving us time and money. For time alone we are achieving savings of 30% and that's before we even begin to look at the improved job scheduling and productivity.

BigChange has been crucial to allowing us to grow freely, and being cloud-based we can add more operatives and services at the touch of a button. When we open up a new office down south next year, we'll have a ready-made and instantly accessible IT solution already in place."

Kirk Mason, Operations Director, Subscan

WIN MORE WORK

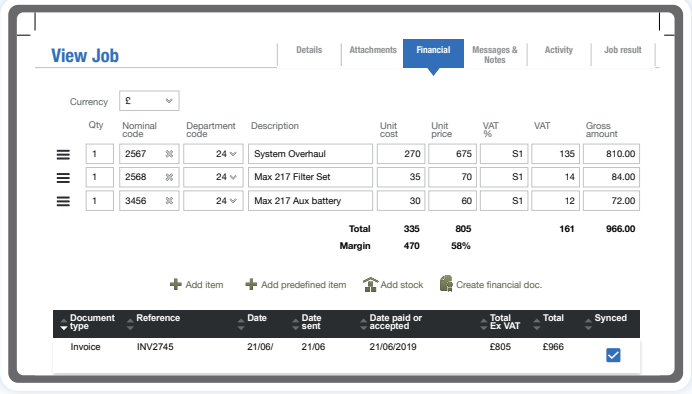
Subscan
Growing Stronger on BigChange since 2019

6 IN 1 QUOTE TO INVOICE

SAVE TIME ON YOUR FINANCES

With BigChange, you can create financial documents quickly based on pre-saved line items that can be added easily. Generate and share invoices, quotations, estimates, purchase orders and credit notes in seconds.

Create and send professional quotes that clients can review and accept online. Clients can review the quote, then click on a link to accept it and digitally confirm the order. Clients will receive a digital receipt and you will have a complete official record in your CRM.

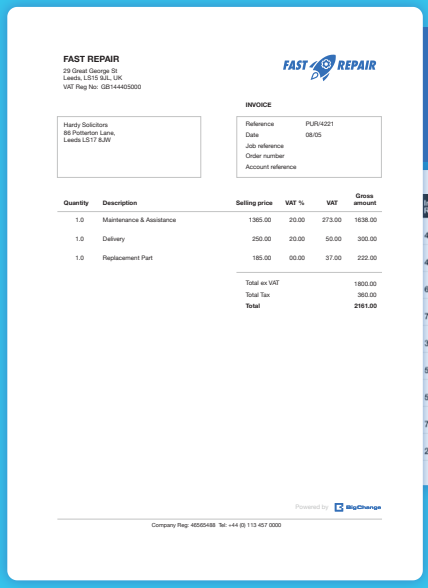


INVOICE WITHOUT DELAY

Protect your cashflow with instant invoicing. Proof of service or delivery allows you to invoice straight away, with no need to wait for paper forms to be returned to your office.

ACCURATE CUSTOMER BILLING

Keep track of the exact labour, travel and parts used on a job, for super-accurate billing, helping you avoid challenges or queries from customers.



COST CENTRES OR DEPARTMENT CODES

Manage and keep track of cost centres for reporting purposes.

VAT AND TAX RATES

Create multiple VAT and tax rates.

ACCEPT PAYMENTS ONLINE

Send convenient payment links to customers, so they can settle invoices online.

CREDIT CONTROL AND ACCOUNT STATEMENTS

View customer account statements, while tracking payments and debtors.

GROUP JOBS INTO A SINGLE INVOICE

Multiple jobs can be combined and billed in a single invoice.

CUSTOMER WORK AUTHORISATION

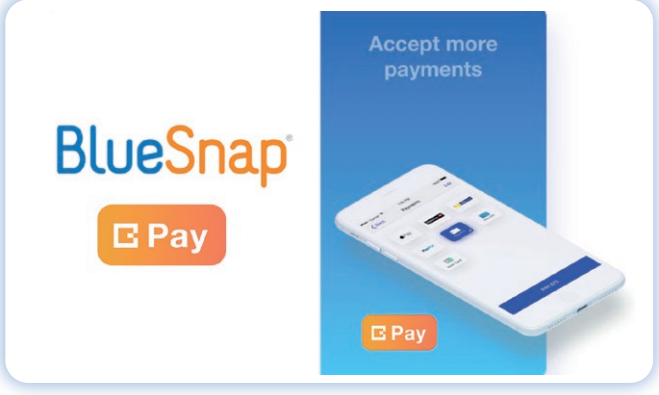
Add a customer authorisation step where required, so that work cannot proceed without the right management approval.

CUSTOMER-SPECIFIC PRICING

Create bespoke price lists and rate cards for each customer.

ACCOUNTING SOFTWARE & ERP INTEGRATIONS

- Seamlessly share information between Sage, Xero, Quickbooks and BigChange
- Cut hours from admin time by only inputting financial data once
- Benefit from fully approved integrations for Sage and Xero. For Quickbooks, download your job data and easily upload to match the transactions



OFFER MORE CONVENIENT PAYMENT OPTIONS

With BigChange Pay, powered by BlueSnap*, you get paid faster by streamlining invoice collections. Offer your customers more payment choices by accepting credit and debit cards from Visa, Mastercard and American Express, in addition to bank transfers and direct debits**.

*Additional charges apply for BlueSnap

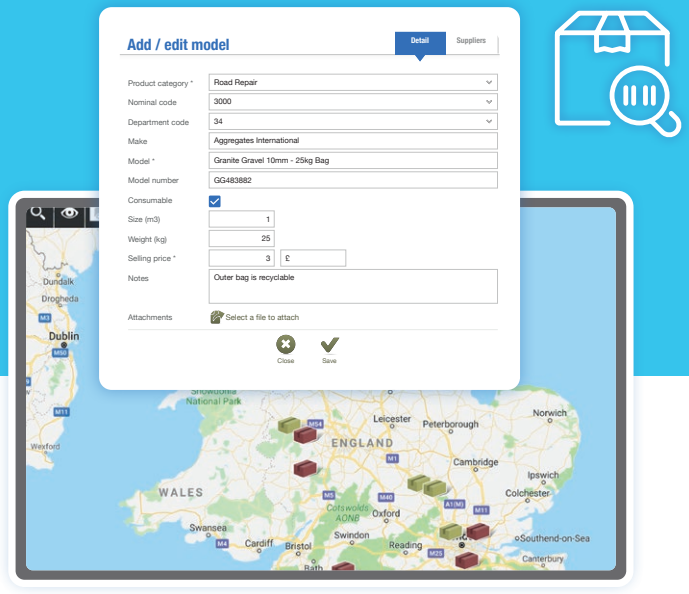
**Apple Pay and Google Pay digital wallets coming soon

DATA FLOW

Xero	BigChange
Accounts	
	Contacts
Contacts	
	Credit Notes
Currencies	
	Invoices
	Purchase Orders
	Receipts
Tax Rates	
Tracking Categories	

Sage	BigChange
Account Balance	
Account Status	
Contacts	
	Contacts
	Credit Notes
	Invoices
Nominal Ledger Codes	
	Purchase Orders
Sales Receipts	
	Sales Receipts
	Sales Quotations

KEEP STOCK UNDER CONTROL



BigChange enables you to create a detailed register of assets and equipment owned or used by your clients. You can view work and job histories (including previous job cards), track item movements, instantly book work directly against the relevant asset and see a record of parts fitted. Our system includes support for serial numbers, barcode scanning and QR codes.

CUSTOM FIELDS

Add your own custom fields to capture essential information about assets or equipment serviced or managed by your business.

STOCK AND EQUIPMENT LOCATOR

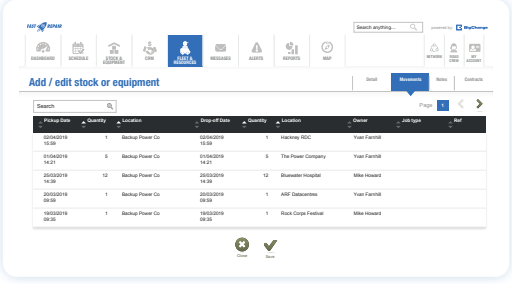
Use our map to view the location of stock and equipment in real time.

ASSIGN STOCK AND EQUIPMENT DIRECTLY TO JOBS

Once the correct item of stock or equipment has been located, a job or work-order can be raised immediately against it.

SERVICE CONTRACTS

You can also assign assets and equipment against any service contracts you have in place with your clients.



RAISE JOBS

Raise jobs directly against pieces of equipment, then manage them collaboratively towards a successful outcome.

TRACK ITEM MOVEMENTS

Keep all your assets in clear view, as the system keeps track of item movements and gives you the current location of every piece of equipment.

MANAGE STOCK

From warehouses and vans to customer sites, you can manage stock levels at multiple locations. In real-time your back-office and mobile users can check levels on-demand, so you can quickly deploy the right resource with the right parts.

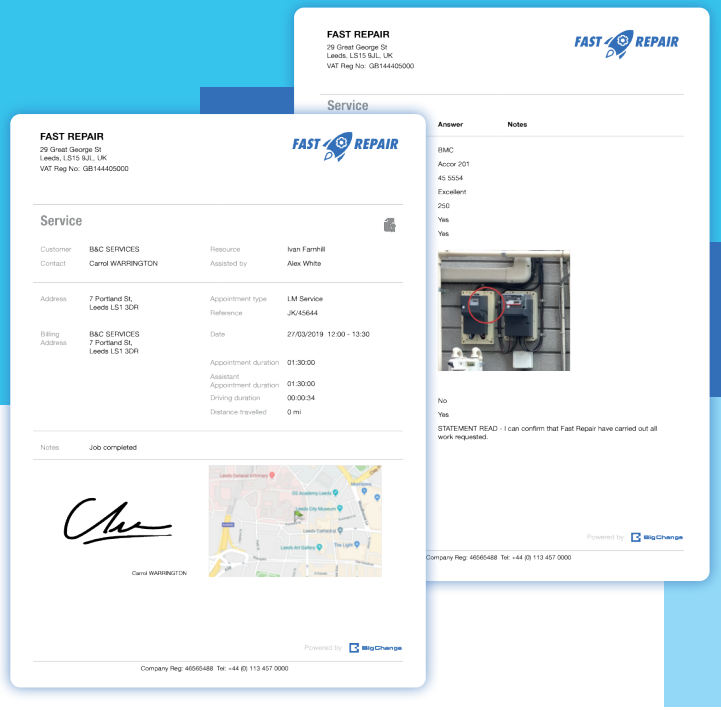
LOW STOCK ALERTS

Manage your re-order and replenishment of stock and parts more effectively.

CONSIGNMENTS

Make your delivery process simpler, as stock and equipment items are grouped together and confirmed simultaneously.

WORKSHEETS AND JOB CARDS YOUR WAY



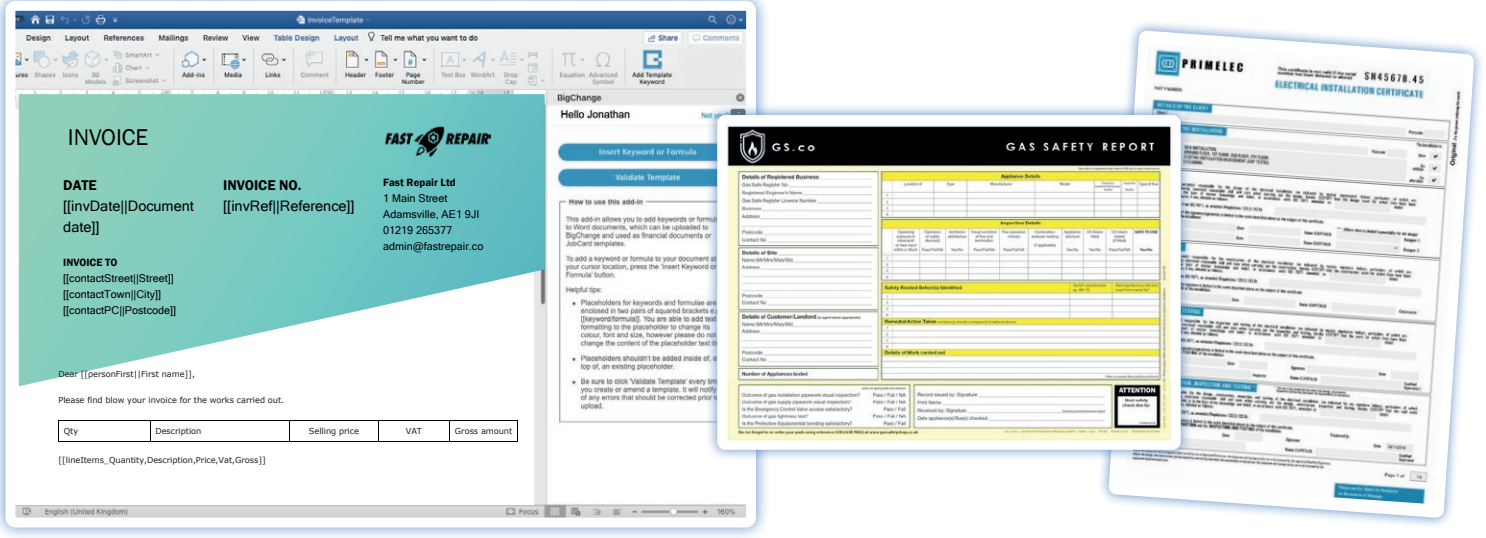
The BigChange system automatically generates standard job cards, featuring data captured in the field. You can choose the information that will be displayed on the job cards and even personalise with your company logo.

USE EXISTING JOB CARD TEMPLATES

You can import job card or worksheet templates directly into BigChange. Simply create the layout in Microsoft Word, import and then match up the fields so the data is placed exactly where you want it every time. That's easy.

CUSTOM DESIGN SERVICE

BigChange offers a custom design service for replicating specialised worksheets and job cards or can even create new designs from scratch. These feature full company branding and custom colours.



30%

IMPROVEMENT IN PROFITABILITY PER JOB

£30K

INCREASE IN ANNUAL BILLING

Our profitability per job is now typically 30% greater than before. That profit is being ploughed back into the business to invest in new equipment and support our expansion plans nationally and into new markets.

It's good for business in other ways as well; as previously we were going out to do chargeable reactive maintenance work but our records were not updated; on this alone BigChange has increased our annual billings by around £30k a year in fees previously not charged."

Stuart Capstick, Managing Director, CCTV Monitoring

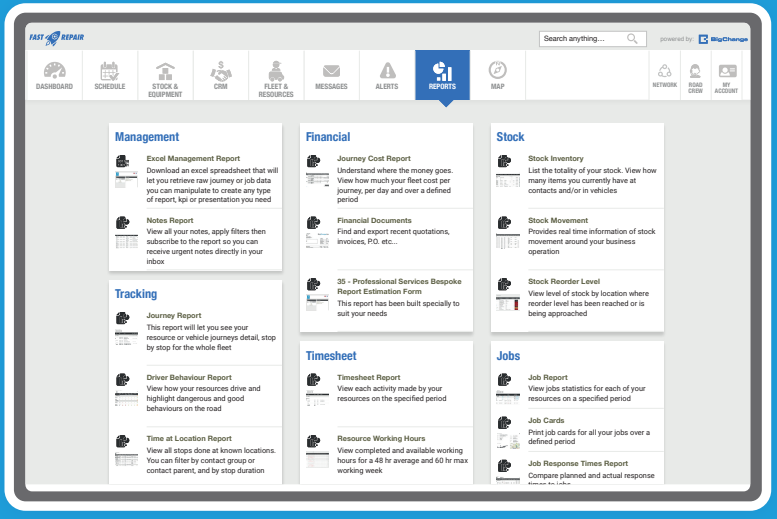
CASH FLOWING

CCTV Monitoring
Growing Stronger on BigChange since 2018

6 IN 1 BUSINESS INTELLIGENCE

INSIGHTS THAT UNLOCK GROWTH

Take things to the next level with the business intelligence you need to streamline operations, improve job profitability and increase customer satisfaction.



SEE BUSINESS PERFORMANCE TAKE OFF

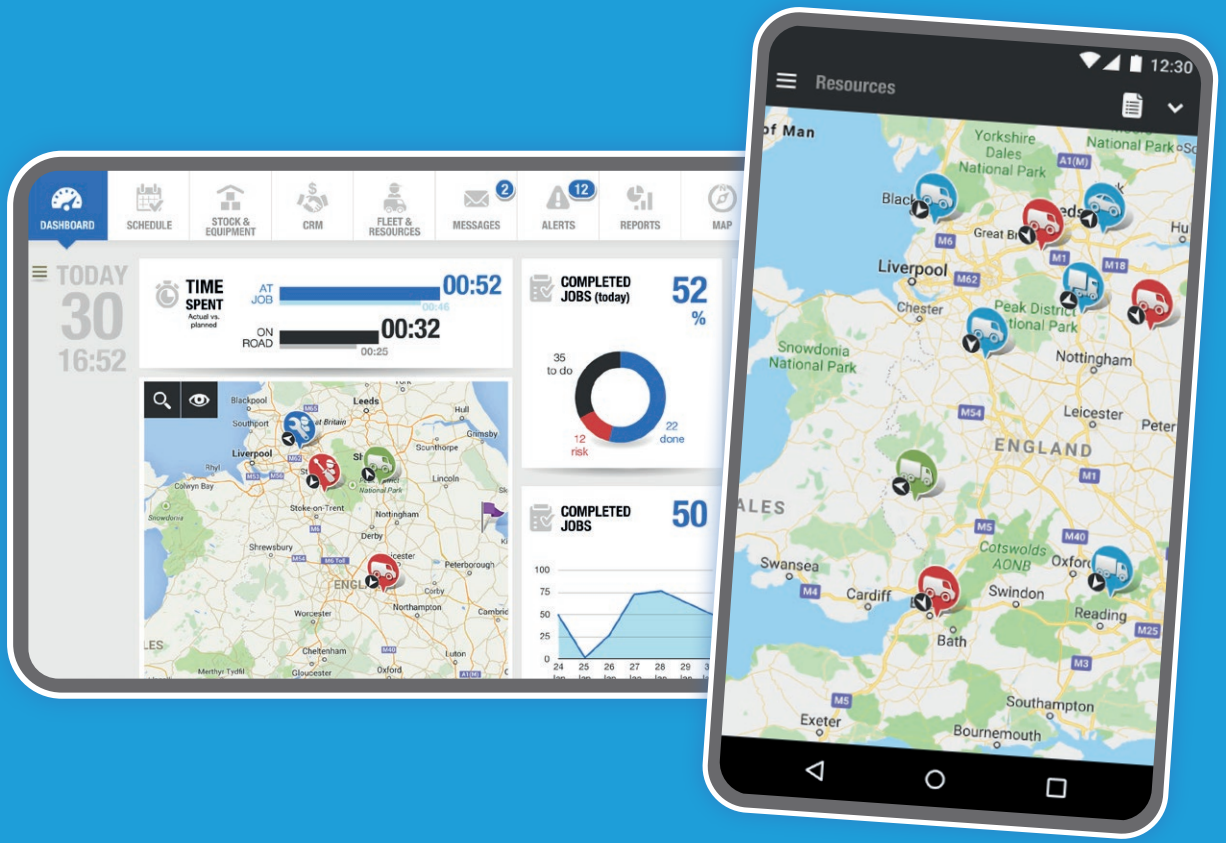
- Track your sales pipeline and identify opportunities to win more jobs
- Transform business profitability by understanding which jobs and accounts lose money
- Better control your cash flow with on-demand reporting of payments and debtors

GET OPERATIONS RUNNING MORE EFFICIENTLY

- Set and track the key performance indicators that matter to your business
- Understand job performance and uncover areas for process improvement
- Identify opportunities for driver training to reduce fuel and vehicle maintenance costs

TAKE CUSTOMER EXPERIENCE TO NEW HEIGHTS

- Get jobs done first time with stock level reports which ensure your supplies don't run out
- Improve service delivery by identifying and eliminating the common causes of failure
- Enhance customer service by tracking job response times and customer support metrics



VISIBILITY ON-THE-GO

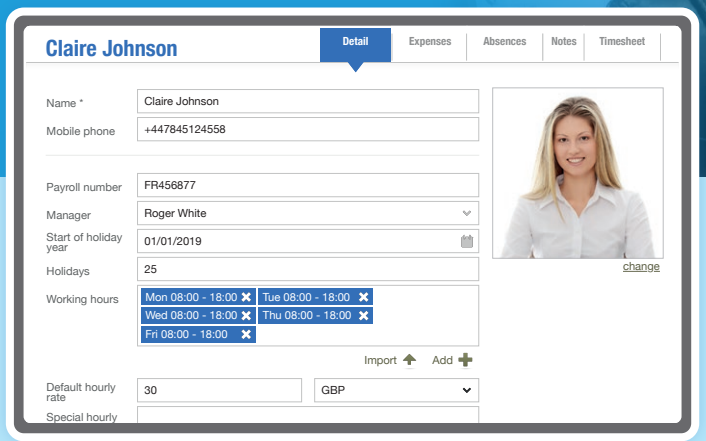
Stay in-the-know when you're on the move. Get oversight of your operation, progress against plan and access to live tracking functions from your mobile device.

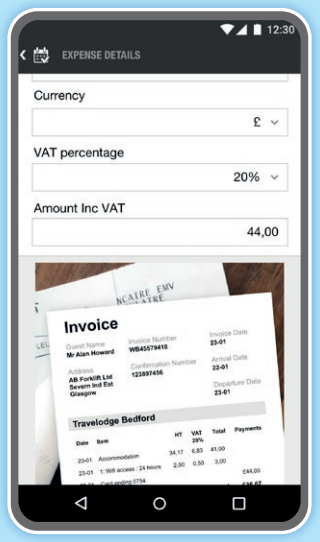
BUSINESS INTELLIGENCE

TAKING CARE OF YOUR TEAM

Your people are your most important asset. BigChange gives you the means to keep their information safe and up-to-date.

Sapphire Utility Solutions
Growing Stronger on BigChange since 2021





MANAGE AND RECONCILE EXPENSES

All expenses entered by team members in the field can be managed and reconciled with ease.

INDIVIDUAL EMPLOYEE PROFILES

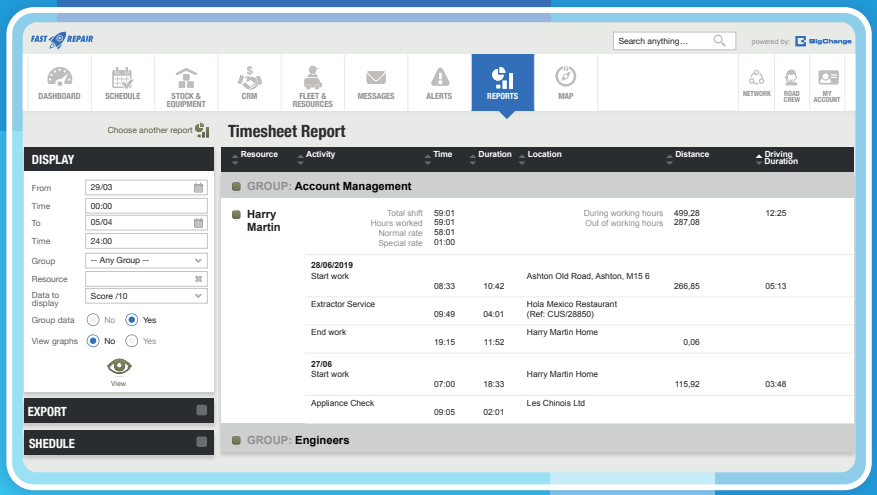
Create a clear picture of every individuals' working hours, hourly pay and any special rates that apply out-of-hours. You can also log skills and qualifications, with alerts before they expire.

CONTACT DETAILS

Store essential contact information for your team, including emergency contacts.

HOLIDAYS AND ABSENCES

Keep track of your team's time away from work, by managing and recording absences, sickness and holidays.



TIMESHEETS

Easily manage and reconcile timesheets, and review timesheet reports.

NOTES, CASES AND FOLLOW UPS

Create and manage cases relating to employees, ranging from briefings and appraisals, to training and disciplinaries.

PHOTOS

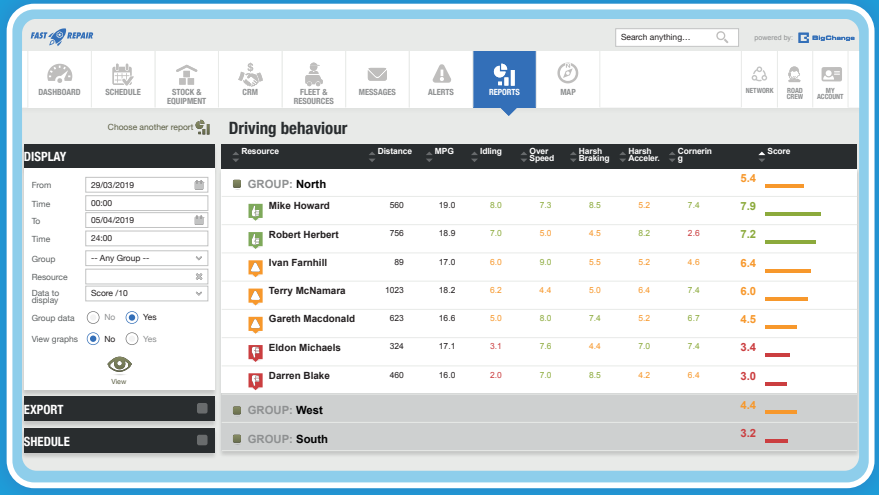
Upload photos of your team members, for internal HR and management purposes.

MESSAGE YOUR TEAM TOGETHER

You can brief mobile teams in one go by sending messages on a group-by-group basis on SMS, via the app or by email.

DRIVER BEHAVIOUR REPORT

Our Driver Behaviour Reports provide a complete picture of how your team is performing on the road. The system seamlessly provides valuable insight into speeding, harsh acceleration, braking, cornering and more.



85%

INCREASE IN TURNOVER POST COVID

300%

RISE IN PRODUCTION

“

We initially selected BigChange for its live tracking, as the mapping of vehicles and reports were far superior to the solution we were using; however, with training and support from BigChange, we saw the potential of the platform across different aspects of the business and are beginning to use more of its functionality which is realising more benefits.

BigChange also improves visibility of the field service operation and allows us to communicate more efficiently internally and with customers. BigChange saves us time and money processing business critical information and makes it easy to access.”

Lee Brownson, General Manager, Dock Solutions

INSIGHTS THAT UNLOCK GROWTH

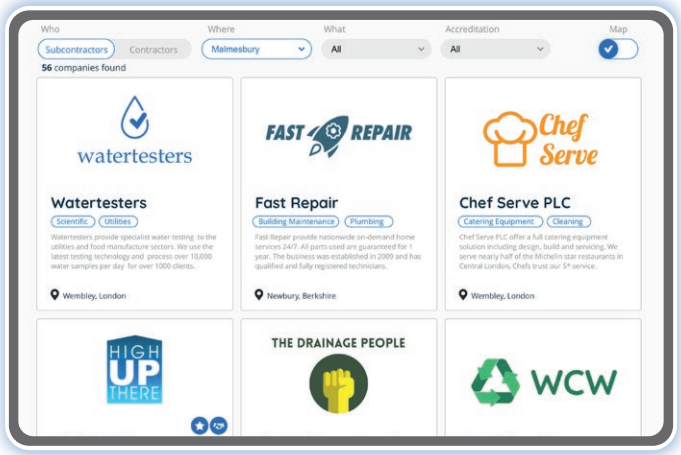
Dock Solutions
Growing Stronger on BigChange since 2017

EXPAND YOUR GROWTH POTENTIAL

Increase your business' reach by connecting and working with other trusted contractors and subcontractors.

INCREASE YOUR CAPACITY TO GROW

- Meet customer demand with access to a trusted network of field service companies
- Expand your geographical reach with location based search of available engineers
- Increase your product and service offering by accessing new suppliers and skills



FAST REPAIR
29 Great George St
Leeds, LS15 9JL, UK
VAT Reg No: GB144405000

FAST REPAIR

INVOICE

Hardy Solicitors
86 Potterton Lane,
Leeds LS17 8JW

Reference	PUR/4221
Date	08/05
Job reference	
Order number	
Account reference	

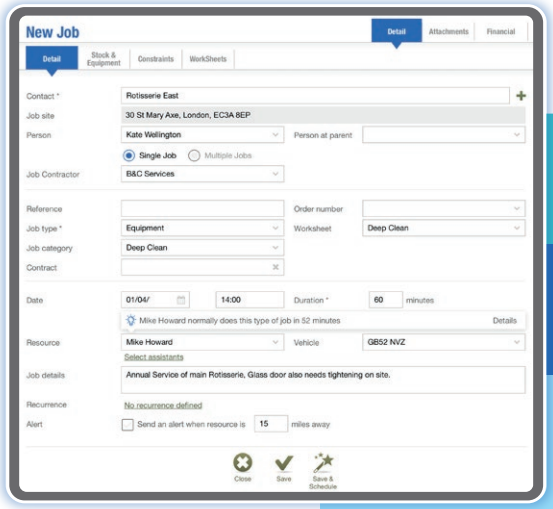
Quantity	Description	Selling price	VAT %	VAT	Gross amount
1.0	Maintenance & Assistance	1365.00	20.00	273.00	1638.00
1.0	Delivery	250.00	20.00	50.00	300.00
1.0	Replacement Part	185.00	00.00	37.00	222.00

KEEP CONTROL OVER EVERY JOB

- Maintain visibility of every job's progress and get alerts when partners complete work
- Ensure job finances run smoothly with agreed rates and invoices automatically generated
- Keep customer information confidential with a safe, secure, fully managed environment

MAINTAIN YOUR HIGH STANDARDS

- Protect your business image with branded documents and tools for your partners to use
- Ensure consistent service delivery by sharing your preferred processes and worksheets
- Keep first time fix rates high by allocating jobs to partners with the right skills



ROUND THE CLOCK SUPPORT

Our friendly RoadCrew customer service team provides round the clock telephone support for your whole team, 24 hours a day. They are always on hand to give advice or help with any technical questions whether from management, your back-office team or mobile workers.

CUSTOMER SERVICE

- 24/7/365 real person support
- UK based customer service
- Over 60% of calls are resolved immediately
- Prefer to self-serve?
  You can use our online Help Centre
- All emails are personally reviewed and acknowledged within four business hours
- Each item raised receives a unique reference and is managed by a dedicated enquiry handler

WE'LL BE WITH YOU ALL THE WAY, FROM UP AND RUNNING, TO RUNAWAY SUCCESS

Our onboarding and configuration package is designed to get you up and running as quickly as possible. Our highly skilled Onboarding team will help and guide you during this process using both their industry best practice and system knowledge. Our team will:

ASSIST YOU WITH PLANNING GO-LIVE

TRAIN YOU TO SET UP AND USE THE SYSTEM

GET YOU UP AND RUNNING QUICKLY

FEATURES OF THE SYSTEM COVERED AS PART OF YOUR ONBOARDING PACKAGE:

WEB USERS
Creating new users, assigning roles, user specifications.

RESOURCES
Creating and amending groups, fields and settings.

VEHICLES
Maintenance activity, costs and grouping.

TIMESHEETS
Enforcing options and creating reports.

EXPENSES
Specialised for groups and vehicles.

FILE LIBRARY
Creating document groups and database.

STOCK AND EQUIPMENT
Product categories, tracking times with simple stock setup and usage.

JOB SETUP
Categories, job cards and custom fields.

WORKSHEETS
Question types and stages of procedure.

JOB SCHEDULING
Create jobs.

TABLET WORKFLOWS
Filing timesheets, worksheets and job completion.

CRM
Creating contacts, groups and relationships.

BOOKING SITE
Customer access portal.

FINANCIALS
Creating financial documents and simple invoicing processes.

REPORTS & INSIGHT
The key reports for understanding your performance.

BIGCHANGE UNIVERSITY

TRAINING THAT WORKS AROUND YOU

BigChange University, or BCU as we call it, is where you will learn about the BigChange Job Management System, its features, and functionality. The training covers a wide syllabus, including the configuration and use of platform features.

The content has been broken down into easily digestible, bitesize modules, and ordered to help maximise your understanding at each stage.

BCU works alongside our onboarding process to ensure that you have BigChange set up quickly and effectively.

BCU is available to you, on-demand, 24/7, enabling you to learn at a pace that suits your availability.

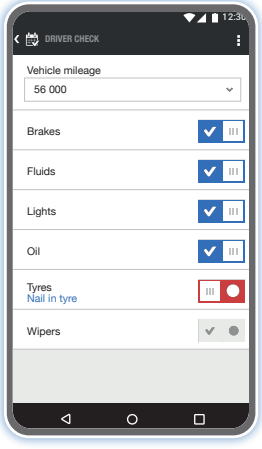
Our core learning modules are sequential, taking you through each step of the educational process in bitesize chunks.

With three different learning pathways from beginner to expert, you can upskill your whole team faster than ever before.

ON-DEMAND VIRTUAL TRAINING, AVAILABLE 24/7

COMPLIANCE TAMED

Keep your service standards high, reduce accidents and ensure compliance with regulations.



VEHICLE CHECKS

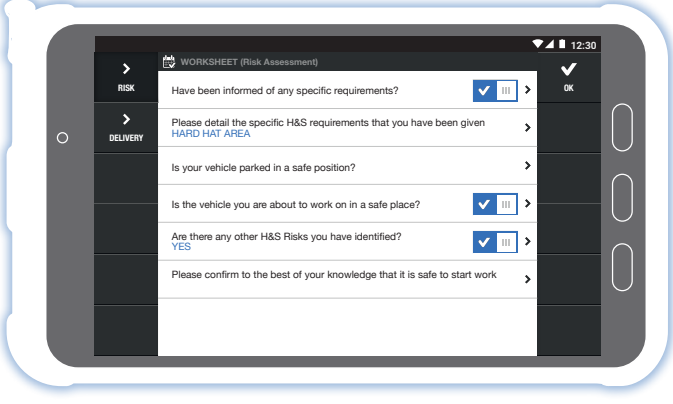
You can setup a daily electronic vehicle walkaround check that makes it easy for drivers to identify and report any defects or potential problems. They can add notes and annotated photos, before fleet managers are alerted. Making it easier to manage and resolve issues with inbuilt fleet-management functionality.

DRIVER BEHAVIOUR ANALYSIS

Our integrated vehicle tracking captures data about individuals' driving style and reports on idling, speeding, cornering, braking and harsh acceleration. Management can build an accurate picture of drivers who pose a risk and have training requirements. This data is used by many BigChange customers to manage incentive schemes to reward safe, responsible and sustainable driver behaviours.

RISK ASSESSMENTS AND METHOD STATEMENTS

BigChange ensures that health & safety is at the heart of every workflow. You can add risk assessments and method statements to jobs that need them. The app won't let mobile workers start jobs or access worksheets until these risk documents have been completed.

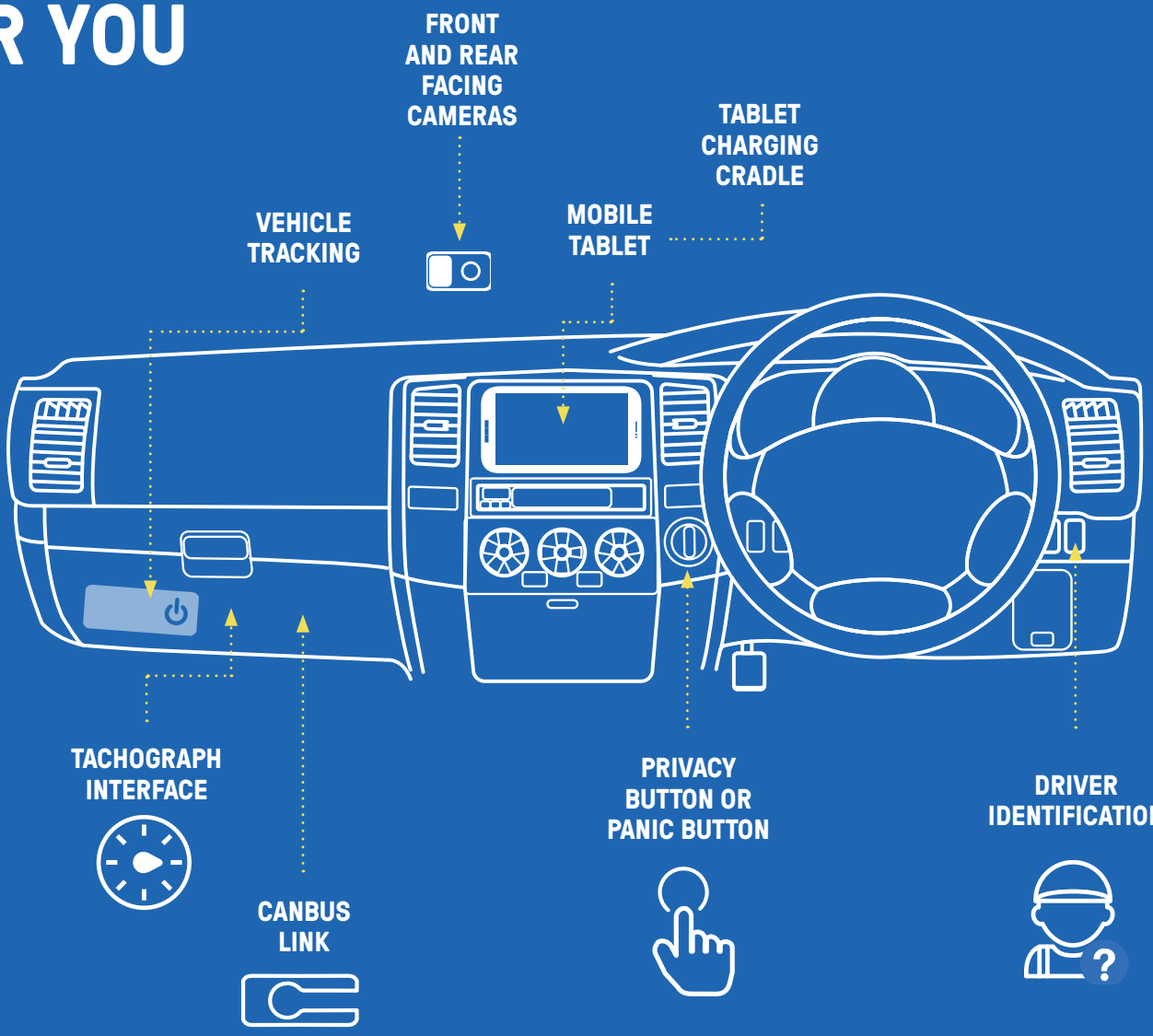


AN EXPERT INSTALLATION TEAM

WHEN IT COMES TO INSTALLING YOUR VEHICLE TRACKING HARDWARE, TABLETS AND CRADLES, YOU CAN RELY ON OUR SUPERB, ACCREDITED NETWORK OF PROFESSIONAL VEHICLE ENGINEERS AND AUTO-ELECTRICIANS.

We work to the highest standards and have extensive experience with cars, vans, trucks, trailers and heavy equipment. We also carry out installations at times that are convenient for you, minimising downtime for your business.

THE RIGHT KIT FOR YOU



BigChange offers a number of modular configurations according to your specific needs. This includes options for tracking assets and trailers as well as a CANbus link.

70%

INCREASE IN SERVICE QUALITY

20%

GAIN IN PRODUCTIVITY

BigChange has delivered huge cost savings. We've also increased productivity in the office by at least 20% and we've made similar gains in terms of the number of jobs completed daily. It's made business expansion very easy. New engineers can literally be up and running in minutes using the very easy mobile app.

We've possibly increased the quality of our services by 70%. That's key to retaining and growing our business, and the way we have deployed BigChange gives us a key competitive advantage."

Paul Quealey, Managing Director, Complete Shutter Services

GROWING STRONGER

Complete Shutter Services
Growing Stronger on BigChange since 2016

HERE'S HOW WE PAY FOR OURSELVES

SIGNIFICANTLY REDUCE THE NUMBER OF DAYS TO

RAISE AN INVOICE

10%

REDUCTION IN FUEL USE

8 HOURS

OFFICE ADMIN SAVED

per mobile worker per month

BANISH

FAILED JOBS

4 EXTRA JOBS

per engineer or driver per month

A GREAT RETURN

Nothing is more important than the Return on Investment you gain from BigChange. We're committed to making sure you get real value – that means tangible benefits that improve your bottom line and operational performance, and help you deliver a service your customers will love.

GENERATE MORE BUSINESS

REDUCE ACCIDENTS

manage health & safety

10 HOURS

LESS TRAVEL TIME

per mobile worker per month

your customers will

LOVE YOU

OUR CLOUD HAS THE MOST SECURE LINING

SAFE AND SECURE

BigChange is hosted safely in the cloud, to ensure the highest levels of data security, confidentiality, integrity and availability.

A WORLD-LEADING PLATFORM

Our platform is hosted by Amazon Web Services (AWS).
Trusted by over a million leading enterprises around the world.
It offers unrivalled scalability, computing power, database storage, content delivery and security. If you'd like more information about our enterprise architecture, talk to us.

INTEGRATED INFORMATION SECURITY AND QUALITY MANAGEMENT SYSTEM CERTIFIED TO ISO27001/ ISO9001

nqa. ISO 9001 QUALITY MANAGEMENT

nqa. ISO 27001 INFORMATION SECURITY MANAGEMENT

BigChange is committed to ensuring the confidentiality, integrity and availability of customers' information and to delivering quality and service excellence. BigChange operates an Integrated Management System independently certified to both ISO27001 and ISO9001, ensuring we provide our customers with the highest standards of information security, quality and service management.

GDPR

The advanced features of BigChange support our customers' GDPR programmes, including data subject consent management and request management, as well as enhanced data protection and security controls.

BIGCHANGE.COM
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THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2020