

Re-flow[®]
Field Management



**Field management software
that puts you in control and
your team to work**



01392 574002
www.re-flow.co.uk

What is Re-flow?

In one intuitive piece of software, Re-flow helps businesses reduce the complexity and paperwork that strangle their operations.

Unlock frictionless communication between site and office. Ensure the workforce maintains detailed visibility of on-site procedures. Easily track vehicles, equipment and operatives, and jumpstart an audit trail.



OFFICE

Dashboard



Unify data, take control of field teams and processes, and use real-time insights to plan ahead.



FIELD

App



Streamline form completion, stay current on job details, and seamlessly communicate with office teams.

Configure, Adapt, and Grow

Modify Re-flow to fit the branding, terminology, and processes of your business. A white label, cloud-based solution means endless potential for sustainable, future scalability.

On average, Re-flow users...



...reduce
wasted time by

50%



...increase
HSE reporting by

65%

(Based on aggregate data from Re-flow customers 2023)



► [Download the infrastructure report](#)



In Re-flow we believe we have found the right long-term partner to support our growth ambitions whilst maintaining our service delivery levels. The Field Service element of our work is so integral to how WJ does business that we want to invest in the best systems for our team to continue to deliver the excellent service we provide all of our customers.

Wayne Johnston
Managing Director
WJ





Benefits

Intuitive and easy to adopt,
Re-flow integrates seamlessly
into your way of working, yielding
tangible benefits within weeks.

CENTRALISED INFORMATION

Bridge the info gap



With Re-flow's knowledge base, the latest project information is available to your team in the app. Keep everyone in the loop and ensure constant progress in your projects.

COMPLIANCE AND AUDITABILITY

Master H&S management



Eliminate operative confusion with intuitive digital forms, custom-built to regulatory standards. With time, date, and location tagging on all activities, building audit trails becomes effortless.

CROSS-TEAM COMMUNICATION

Inspire team synergy



Instantly exchange data between the app and dashboard. With two-way, in-app communication and SMS notifications, you can ditch siloed WhatsApp messaging and embrace seamless collaboration.

On average, Re-flow users...



...increase
communication by

70%



...increase
auditability by

75%

(Based on aggregate data from Re-flow customers 2023)



**Watch the Re-flow
benefits video**

PAPERLESS PROCESSES

Ditch the paperwork



Say goodbye to paper, folders, and filing cabinets. Re-flow is a fully digital, paperless solution. Eliminate waste, streamline manual processes, and ensure error-free operations.

ALL-IN-ONE SOLUTION

Streamline and unify



Bid farewell to spreadsheets, manual hassles, and everything in-between. Trade siloed systems for a platform of tools that does it all and does it better.

WORKFLOW AUTOMATION

Automate and excel



Use real-time data from digital forms to automate administrative processes. Automatically update asset statuses, schedule MOTs, and empower your teams to focus on the work that matters.

REAL-TIME DATA REPORTING

Chart your success



Unify real-time field data and create a single source of truth. Drive business success by tracking vital KPIs and chart your path to sustainable growth.

API AND CONNECTORS

Power your enterprise



Expand digital transformation across your entire enterprise. With several out-the-box connectors and a robust REST API, Re-flow fits seamlessly within your larger ERP ecosystem.

DEDICATED SUPPORT

Support your success



Feel confident in the people behind your system. From demo to daily use, Re-flow's support team is always on hand to help maximise your digital transformation.



Feedback from our supervisors, foreman and operatives on site was extremely positive, something not expected as we moved from a tried and tested paper-based system to a digital workflow. Our teams are embracing the change in technology which has created a great buzz within the business.

Iain Johnston

National Managing Quantity Surveyor
Breedon Group



DWG Infraco



80%

increase in auditability



75%

improved HSE management



70%

reduction in paperwork



60%

increase in available time



60%

increase in communication

DWG Infraco is an established rail business, known for their innovations in polyurethanes. They offer life extension materials for the rail industry.

Wanting to introduce more accountability into the business, DWG Infraco sought a solution to replace error-prone paper record-keeping systems – which led them to Re-flow's field management software.

Re-flow unites all operational processes into a centralised, cloud-based solution. The desktop dashboard and mobile-app interface eliminate manual paperwork delivery, ensuring real-time data exchange between the office and remote sites. Users can assign, customise, and build forms. They ensure compliance with drop-down fields and enforced processes, while digital signatures, time stamps, and location tracking enable effortless creation of robust audit trails.

Re-flow extends beyond record-keeping, facilitating asset management for plant, equipment, and vehicles. Workflow automation streamlines processes, and a user-friendly design ensures easy on-site adoption. With a focus on the operative's experience, the software is flexible and white-label, customisable to fit business branding and processes.

Post-implementation, DWG Infraco experienced a 70% reduction in paperwork, streamlining compliance enforcement and improving vehicle safety checks. Cross-team communication increased by 60%, and health and safety reporting by 75%. Administrative efficiency increased, with a 60% gain in available time for office teams. Real-time information enhanced auditability by 80%, providing a granular breakdown of on-site activities.

DWG Infraco's adoption of Re-flow marks another successful digital transformation, giving the company unparalleled oversight and accountability of all their operations, while enabling unlimited, sustainable future growth.

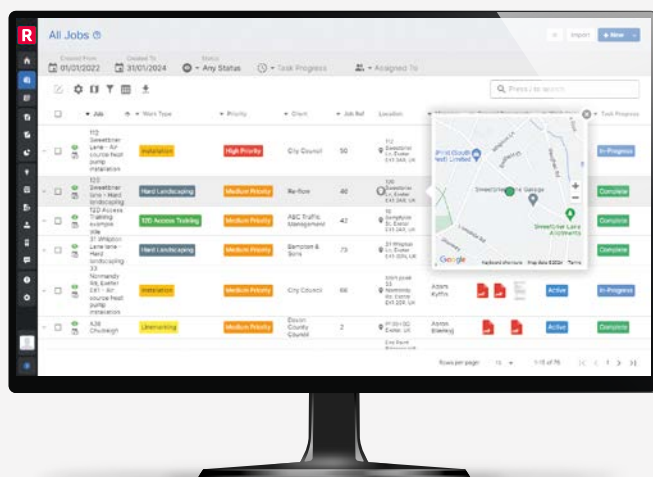
► [Read the full DWG Infraco case study](#)



Features

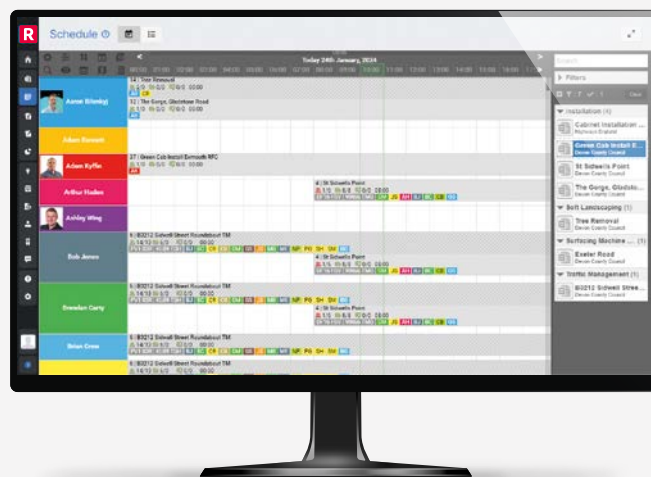
Escape the whirlwind of work and elevate your business with an all-in-one field management solution. Re-flow does it all and does it better.

Jobs



Create jobs, attach relevant information such as PDFs, locations, and equipment, and monitor real-time progress from planning to closeout.

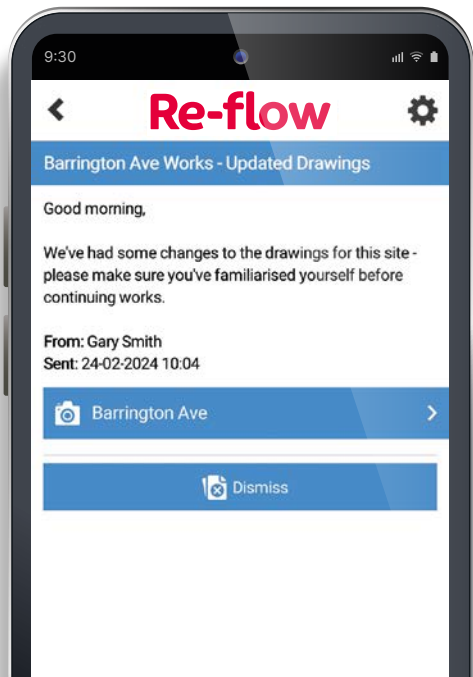
Scheduling



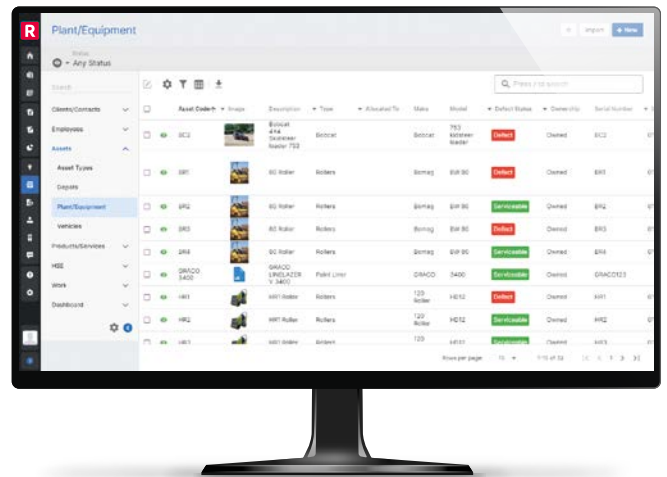
From unique one-time visits to recurring events, keep operatives on-task, track their qualifications, and assign assets while avoiding scheduling conflicts.

Messaging

Effortlessly communicate with individual operatives or entire teams and share essential resources to ensure everyone is safe, updated, and informed.



Asset Management



Oversee your plant, vehicles, and equipment in real-time. Stay current on service history and effortlessly manage MOT and servicing appointments.

Forms

Utilise digital forms to maintain site compliance and auditability. Enforce completion processes, capture site photos, and receive instant data.

On average, Re-flow users...



...reduce
paperwork by

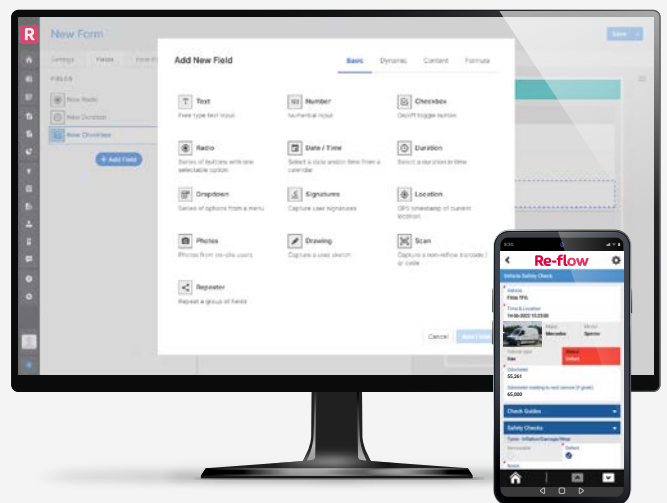
90%



...increase
form accuracy by

100%

(Based on aggregate data from Re-flow customers 2023)



Form Builder

Modify existing forms or create new ones from scratch. Craft forms of any complexity while fully complying with regulatory standards.

► [See the full Re-flow features list](#)



We already had a well-established office database that we used for our system. Speaking with Re-flow, they were able to connect it seamlessly to their software. We're still using Re-flow today, five years on. It's fantastic!

Greg Clark
Managing Director
QMS



**Watch the QMS
case study video**

Form Library

Re-flow comes equipped with over 50 pre-built forms, which can be used out-of-the-box or customised using our intuitive form builder.

Dynamic Risk Assessment

When potential hazards emerge, operatives can report them using drop-down lists, utilising intelligent formulas to calculate a total risk rating.

Job Sheet

Capture everyday data through photographic evidence, job locations, dates, and timings, which can then automatically calculate total work hours and generate exportable reports.

Noise Assessment Form

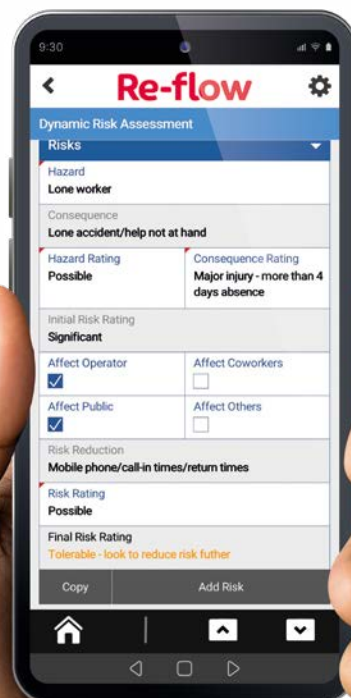
Enforce government standards and keep your workers protected by enabling qualified operatives to measure noise exposure and mitigate potential hazards.

Toolbox Talk Log

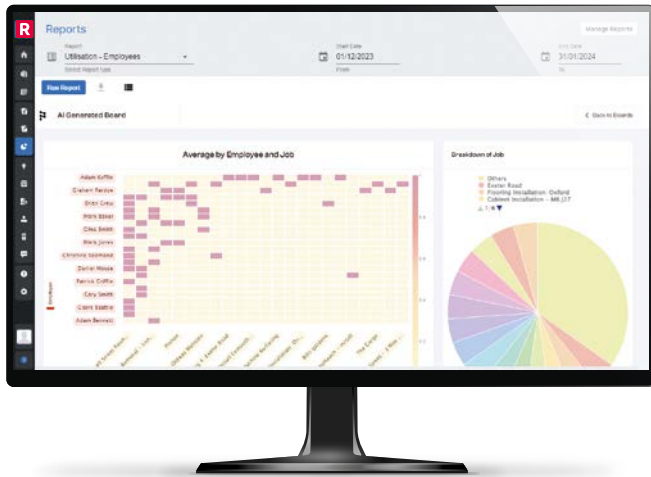
Collate to a toolbox talk matrix and track employee toolbox talk attendance, enabling visibility when users lack training.

Vehicle Safety Check

Monitor the status of vehicles and equipment with photographic evidence and GPS location tracking, and automatically compile audit trails from defect to service.



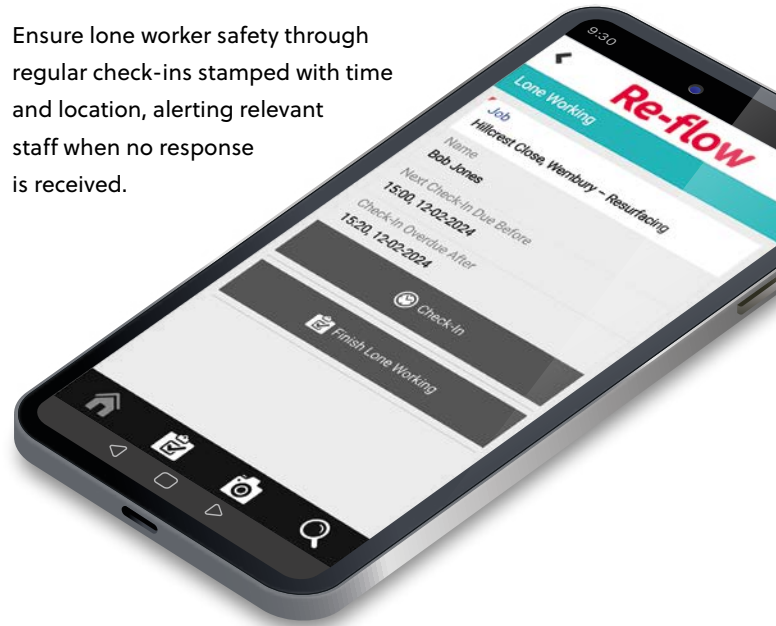
Reporting



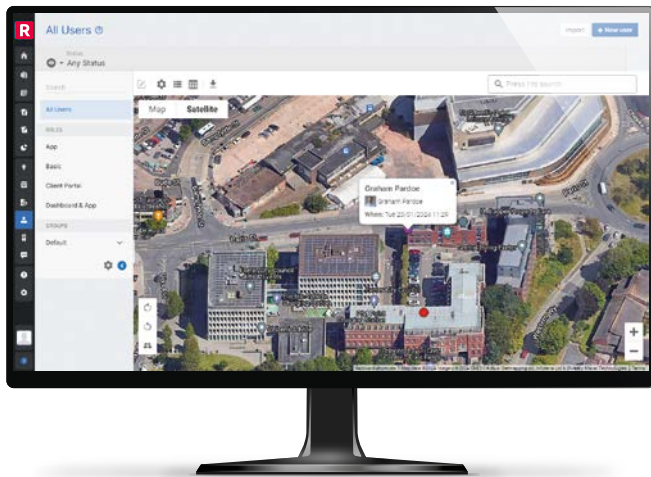
Compile real-time data to plan ahead. Monitor critical KPIs and use AI to effortlessly present and share insights with stakeholders.

Lone Working

Ensure lone worker safety through regular check-ins stamped with time and location, alerting relevant staff when no response is received.



Live User Tracking



Get a granular breakdown of user activity with real-time locational data sent straight to the dashboard. Filter by jobs, gangs or users and stay reactive.

► [See the full Re-flow features list](#)



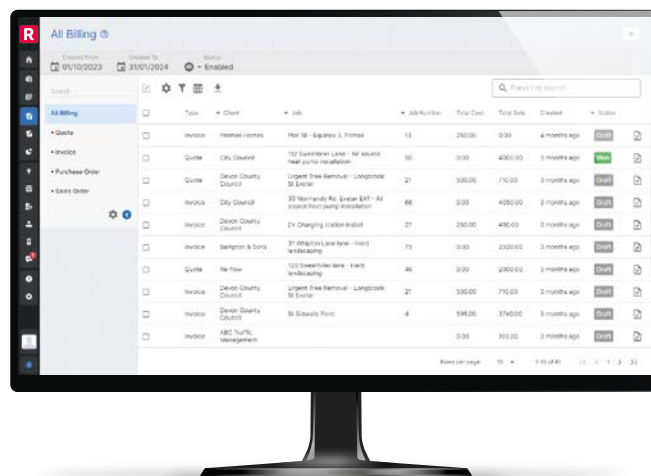


Offline Working

Even on remote sites that lack internet access, local app synchronisation ensures an uninterrupted workflow, allowing work to proceed seamlessly without delay.

Quotes, Billing & Invoicing

Generate BOQs, calculate quotes, and track customer responses, ensuring that when a project is ready for invoicing, you are too.



► Find out which financial packages Re-flow can integrate with



Re-flow has impacted the culture massively. Beforehand, our operatives always saw HSE as a burden – a piece of paper they were doing as a box-ticking exercise. Re-flow has made completing the forms easier, and the operatives now realise that these forms are a benefit to them as much as they are to us in the office. Now they want even more forms on site.

Sarah Duffy
Safety Administration Manager
M.V. Kelly



Watch the M.V. Kelly
case study video

Eliminate Health and Safety Pain with Re-Flow

Health and safety management is all about prevention – mitigating risks and rectifying non-conformance before incidents can occur. Having the right processes in place can:

- Reduce costs
- Lower employee absence and turnover rates
- Reduce accidents
- Protect against legal action
- Improve standing with suppliers and stakeholders
- Improve reputation for corporate responsibility among investors, customers, and local communities
- Increase productivity by fostering a healthier, happier workforce



1 Risk Assessments

Digital forms such as our dynamic risk assessments ensure a full analysis of potential hazards. 'Dynamic' describes the forms' use of intelligent formulas and calculations to speed up their completion time, via autofill and an ability to automatically identify consequences and people at risk. All the hard work is done under the hood: in practice the forms are as intuitive and simple to use as any other app. What's more, forms can be automated to trigger notifications to management, or to specify that certain actions need to be taken before work continues.

2 Qualifications and Toolbox Talks

Keep track of operative training and qualifications, and ensure everyone on site is compliant. Operatives access toolbox talks on their own phones, so management can rest easy knowing that everyone has the information needed for the task at hand.

Schedule the completion of mandatory safeguards for the beginning of the workday. Operatives submit a digital signature with the time, date, and location attached, further improving your company's auditability.

3 Asset Management and PPE

Re-flow helps companies keep track of their vehicles, assets, and all related data. The software allows management to track locations, set mandatory service intervals, and gather detailed safety check records.

Reduce wear and tear by automating reminders for completing mandatory vehicle and equipment checks.

Ensure the proper safety equipment is available. Necessary PPE can be accessed through in-app ordering and digital forms. Forms can be built and customised to require photos tagged with time, date, and location that prove workers are complying with correct safety standards.

At all times, managers know which items are operational and where they're located.



4 Hours Worked

Forms can be designed to calculate hours worked, with the data fed into a fatigue report against each individual operative.

The data triggers alerts depending on the operative's activity: compliance-breaking long shifts notify managers, automating a process where the operative can't be scheduled or allowed to carry out works when exceeding their fatigue limits.



5 Instant data and communication

No matter how robust your preventative measures are, accidents still happen. The only way to reduce incident numbers is to report near misses and then to use this information to improve your working practices.

City Traffic Management Services Ltd



90%

reduction in paperwork



60%

increase in available time



100%

reduction in printing costs

City Traffic Management Services, a leading traffic management company based in London, faced a pivotal challenge as they expanded their operations: finding a comprehensive piece of software to manage their growing workload efficiently.

Having relied on a bespoke system initially, City TM recognised the need for a more scalable solution to accommodate their operational division's increasing demands.

After exploring various software options, they discovered Re-flow, whose software offered the flexibility and scalability they required. Unlike other solutions, Re-flow could adapt to their evolving needs and support their business growth effectively.

Transitioning to Re-flow brought significant benefits to City TM, including a 90% reduction in paperwork. This digital transformation not only saved time but also enabled staff to take on multiple roles within the business, enhancing overall productivity.

Moreover, Re-flow's powerful data and reporting capabilities empowered City TM's management team to evaluate their business, identify challenges, and seize opportunities in

real-time. The system's instant and accurate audit trails and incident reports improved not only business health but also ensured the safety of their team.

In addition to operational efficiency gains, City TM embraced Re-flow's sustainability aspect. By eliminating printing costs and reducing their environmental footprint, they aligned with their commitment to sustainable practices, contributing to the industry's net-zero goal.

Overall, Re-flow provided City TM with peace of mind, allowing them the freedom to pursue their moral commitments, navigate challenges, and grow their business sustainably.



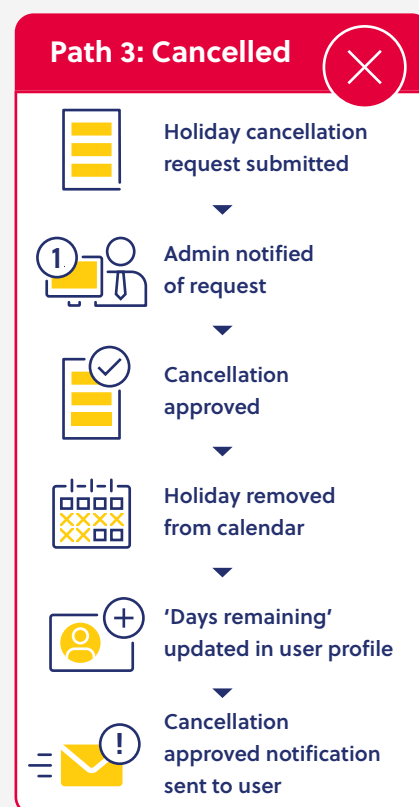
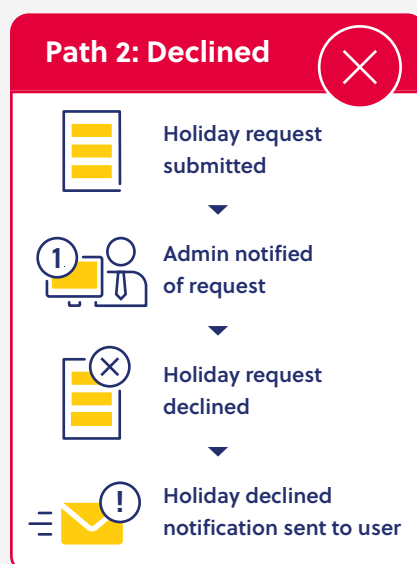
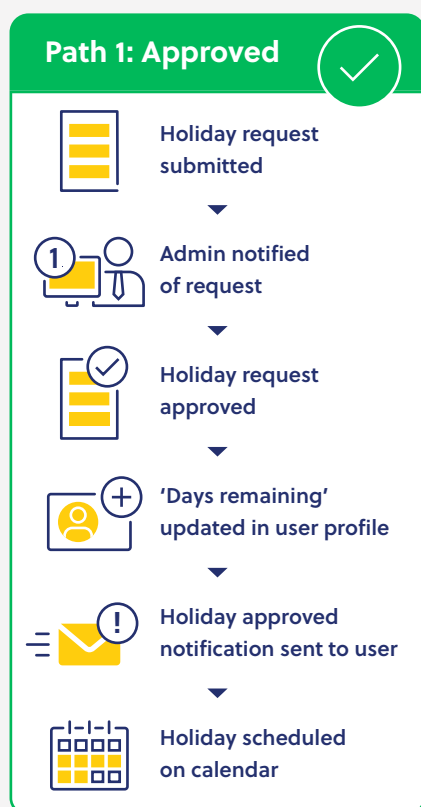
**Watch the City TM
case study video**



Automation

Harness the power of forms to automate processes and enforce safety. Trigger notifications and entire workflows that adapt to submitted form data.

Automation example: holiday request



Integrations

With integrations for popular accountancy, CRM, and reporting software, as well as a REST API, Re-flow can seamlessly integrate as part of your ERP system.



Accounting Software

Sage Business Cloud, Intuit QuickBooks, Xero

Effortlessly share financial data from Re-flow's quotes, billing, and invoice systems with external programs. Easily manage invoicing and quoting in order to improve cashflow and increase profitability.

CRM Software

HubSpot

Share data between Re-flow and HubSpot such as clients, suppliers, contacts, and jobs, and automatically create records based on information stored within the CRM.

Custom Integrations

REST API

Exclusive to the Enterprise package for large businesses with specific requirements. Gain access to a project manager and unlock our comprehensive REST API, enabling third-party systems such as NetSuite to share data to and from Re-flow.

► [Read more about integrations](#)

OCU Opals



100%

reduction in paperwork



100%

increase in communication



100%

increase in auditability



50%

increase in HSE reporting



20%

increase in available time

Opals Group, a Peterborough-based network-infrastructure-services company, faced roadblocks due to manual processes in their field operations.

Challenges included delays and errors in transferring job pack data to the field, a lack of real-time job progress visibility, and difficulty in enforcing and monitoring compliance within requirements.

To address these challenges, Opals adopted Re-flow, which offered them real-time data visibility and streamlined job-creation processes. With Re-flow, Opals could create detailed digital job packs, assign events, and track job progress seamlessly. The system's powerful scheduler and knowledge base provided operatives with all the necessary information, while digital forms ensured HSE compliance and accurate data collection on-site.

The implementation of Re-flow resulted in substantial improvements for Opals. The company reduced paperwork by 90%, saving time, and enhancing productivity. Real-time oversight on job progress and automated alerts improved cross-team communication and responsiveness. The system's reporting capabilities allowed Opals to generate detailed

overviews of various aspects of their operations, facilitating informed decision-making, and enhancing auditability.

Opals also benefited from Re-flow's flexibility, allowing customisation to fit their specific requirements and integrate with other systems seamlessly. With Re-flow ingrained in their operations, Opals experienced significant gains in HSE management, efficiency, and sustainability, enabling them to grow their business faster.

Following a successful digital transformation, Opals streamlined their processes, improved operational efficiency, and secured sustainable growth with a scalable solution capable of growing in line with their ambitions.



**Watch the OCU Opals
case study video**

Packages

Unleash limitless growth with the right package for you, tailored to fit your needs, no matter your size or ambition.

Re-flow

Ideal for SMEs

per user / per month /
billed monthly (rolling)

- ✗ No set-up fee
- ✗ Dedicated onboarding sessions with support team
- ✓ Messaging and notifications
- ✓ Access to knowledge hub and onboarding videos
- ✓ Access to support
- ✓ Form builder
- ✓ Connectors to accounting software (QuickBooks, Sage Business Cloud Accounting, Xero, HubSpot)
- ✓ Customer portal
- ✓ Live user tracking
- ✓ Granular user permissions
- ✗ API access
- ✗ Custom fields and records

Most popular

Re-flow Plus

Ideal for SMEs

per user / per month /
billed monthly (contract)

- ✓ No set-up fee
- ✓ Dedicated onboarding sessions with support team
- ✓ Messaging and notifications
- ✓ Access to knowledge hub and onboarding videos
- ✓ Access to support
- ✓ Form builder
- ✓ Connectors to accounting software (QuickBooks, Sage Business Cloud Accounting, Xero, HubSpot)
- ✓ Customer portal
- ✓ Live user tracking
- ✓ Granular user permissions
- ✗ API access
- ✗ Custom fields and records

Re-flow Enterprise

A customisable solution that fits your business' needs

Call us

- ✗ No set-up fee
- ✓ Dedicated onboarding sessions with support team
- ✓ Messaging and notifications
- ✓ Access to knowledge hub and onboarding videos
- ✓ Access to support
- ✓ Form builder
- ✓ Connectors to accounting software (QuickBooks, Sage Business Cloud Accounting, Xero, HubSpot)
- ✓ Customer portal
- ✓ Live user tracking
- ✓ Granular user permissions
- ✓ API access
- ✓ Custom fields and records



► How much will your business save?

► Find out more about pricing



Support

Digital transformation is a collaborative process. Re-flow clients have access to numerous support services.

Knowledge Base

Clients have access to our library of information, which contains articles, videos, and step-by-step guides, covering topics useful to beginners and experienced users alike.

Dedicated Support Team

For more specific queries, our highly acclaimed team of software specialists is always on hand. Whether it's a ticket or a phone call, our team is happy to help.

Site Visits

Prefer face-to-face? Our software specialists are available to conduct tailored, on-site training sessions at your office. They'll take your team through a step-by-step tutorial on the features important to your business.



The actual implementation – the setup – was clear and planned out. It made life a lot easier for me and the team who were implementing it at the start. The roll-out process was very simple, very easy – again, thanks to the support from the team.

Greg Baldwin
Managing Director
HTM



**Watch the HTM
case study video**

Professional Services

Re-flow provides a comprehensive form builder, but if you're short on time or have more complex requirements, our software specialists can custom build bespoke forms and workflows specific to your needs.

Project Management

Adopting software at an enterprise level can bring unique challenges. Re-flow Enterprise clients have access to dedicated project management services to help guide a seamless adoption process.

Support Sessions

Exclusive to flagship events, our software specialists offer free 1-hour one-to-one tutorials for existing clients. Stay up to date about upcoming support sessions by checking our yearly event roadmap.



► **See our event roadmap for 2024**

LAML



100%

increase in available time



100%

reduction in paperwork



100%

increase in communication



100%

increase in auditability

Lagan Airport Maintenance (LAML), part of the Lagan Specialist Contracting Group, is a rapidly growing business specialising in airport maintenance.

As they rapidly expanded their airport maintenance operations, the company began facing challenges with their manual processes. Retrieving timely and accurate information from remote sites was cumbersome, leading to inefficiencies in job management, record-keeping, and scheduling.

To address these issues, LAML implemented Re-flow as their field management solution. Re-flow streamlined data collection, scheduling, and compliance enforcement, eliminating the need for manual paperwork and processes. With real-time data exchange and automated alerts, LAML improved safety reporting, equipment maintenance, and communication between field and office teams.

Operatives now have access to up-to-date policies and training materials through the mobile app, both offline and online, enabling more comprehensive health and safety enforcement. On-site processes can be tracked through digital forms, and the system's flexibility allows for custom form creation, ensuring compliance with regulatory standards and tracking key performance indicators.

The adoption of Re-flow resulted in significant time savings for both field teams and administrative teams. Near misses and safety observations are recorded instantly, while vehicle checks and defect reports are efficiently managed with attached photographs for quick action and effortless auditability.

LAML's transition to digital processes with Re-flow increased the business' operational efficiency, improved safety practices, and positioned them for sustainable, long-term growth in the airport maintenance sector.



**Watch the LAML
case study video**



The Team

Meet the people responsible for Re-flow's world-class field management software and customer support services.

Based in Devon UK, our team strives to provide field operations teams a world-class field management solution that enables businesses to grow rapidly – by saving time, increasing productivity, and ensuring compliance.

Our vision is to help our global clients become leaders in their markets. Field management software is the bridge to becoming more profitable, more carbon neutral, and safer.



Watch the meet the team video

Trusted by thousands of users nationwide



**Give your business
freedom to thrive**

Call 01392 574002

Visit www.re-flow.co.uk



► Find out more about Re-flow