

BUGS & SPARKS

Your Complete **Compliance** Solution

CASE STUDY



Executive Summary

Bugs & Sparks are the complete compliance solution for domestic and commercial safety in South Africa. From compliance certificates to maintenance and new installations, Bugs & Sparks have made it their aim to provide the very best service and quality of workmanship.

Always looking to improve and innovate, Bugs & Sparks saw an opportunity to partner with the leading inspection tool, Property Inspect, in order to solve the real-life problems, and legal requirements, of compliance inspections. The move from traditional methods of information capture to Property Inspect has shown an immediate improvement and time saving of over **50%** by utilising the scheduling and inspection function. From time on site, dispute resolution to risk mitigation and document storage, Property Inspect has had a major impact on the efficiencies of the service and reduced the time taken to issue a compliance certificate.

Background

Situated in the heart of Cape Town, Bugs & Sparks was established in November 2007 by Craig Louw, a qualified Electrician, Novell CNE and Compaq ASE. Craig established a thriving business model based on trust, reliability and punctuality. Craig Ford then bought out Craig Louw.

Craig Ford & Melodie Botha now run the business and with client satisfaction at the core of their services, Bugs & Sparks have an integrated online booking system that enables them to streamline appointments and tasks, job scheduling, job management, invoicing and general account management.

Customer Profile

Bugs & Sparks have an established and large client base, dealing with prominent and trusted names in the property industry including Remaxx, Sotherbus and Century 21 and many more.

Registered with the Electrical Contractors Association (ECA), South African Pest Control Association (SAPCA) and South African Electrified Fence Installers Association (SAEFIA), LPGSASA, Department of Labour, BIBC, NBCEI, they provide a professional service that receives regular 5 star reviews that promote their standing as a service built on quality and service delivery.

The Challenge

Bugs & Sparks faced challenges with slow and inefficient paper-based inspections that impacted on the management of repairs, which was a labour intensive and time consuming issue. Documenting all aspects of the inspection process and outcomes are vital to both the business, and the industry. Placing inspections at the core of their services gives Bugs & Sparks the opportunity to get ahead of the competition, but the challenge is to ensure that they remain focused on their client's needs. Staying ahead of the curve by being early adopters of PropTech is key to increasing sales and growth of the company, and that's why they chose a solution like Property Inspect.

Objectives

- 1 Find a tried and tested, user friendly system that would solve the scheduling headache and create efficiencies
- 2 Develop flexible templates that could be adapted to encompass the range of inspections and compliance certificates
- 3 Create a solution that would reduce time on site and provide an automatic report distribution option
- 4 Evidence all activity within the system with an audit trail for management reporting and analysis could be monitored
- 5 To find a robust and scalable solution that had excellent support and delivery that could work on and offline

Solution

- Cloud based storage reduced risks associated with traditional paper reports
- Client 'no shows' for inspections reduced
- Full historical logs and timeline storage made for effortless compliance
- Staff evaluations and accountability became easier to manage
- Easy access to reports significantly reduced time taken to resolve disputes
- Inspector diaries and time management dramatically improved
- API integrations allowed connections with other systems
- Effortless report creation via the APP, resulted in 'time on inspection' reductions

Outcome

In the last year alone, Bugs & Sparks have performed around **8000** inspections in the Property Inspect App!

Property Inspect has provided an end-to-end solution that enables digital property reports to be conducted on site, easily and quickly. Moving from the traditional paper form, Bugs & Sparks have been able to make huge improvements in managing their inspection process realising a 50% increase in efficiency and now have a secure and documented process for conducting compliance and property inspections and management of their expanding services..

Improve your business processes by getting in touch with Property Inspect



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