Lincoln Security locks in new contract with Route Monkey

A security solutions specialist is winning new business after implementing Route Monkey's fleet scheduling solutions.

Lincoln Security specialises in lock installation and maintenance, with clients including utility companies, local authorities, the NHS and the MoD. It was recently contracted to undertake a major security upgrade project for Anglian Water, in line with new regulations on water safety.

Route Monkey supplied software to help the firm manage the contract. Scheduling efficiency is particularly important to Lincoln Security, as the company does not outsource any work; it is all carried out by its 12 engineers, using a fleet of VW Transporters.

Lincoln had been employing two people to handle record keeping for clients, but recognised that a manual system would not be sufficient to meet the needs of the Anglian Water contract, covering some 25,000sq km.

Julie Frogatt, Installations and Finance Director for Lincoln Security, said: "It is the biggest geographical area we have covered and 5,500 sites was pretty daunting. But once we had Route Monkey on board they gave us the confidence that they could help us meet this challenge. It helped us win the job and it's helped us manage the job."

Lincoln uses Route Monkey's scheduling, middleware and mobile technologies in order to give a complete workflow protocol in real-time.

"Route Monkey is very forward thinking," said Julie. "It has worked hard to understand our needs and suggest solutions. It has been a great investment for us because we simply couldn't have managed this contract as effectively without it.

"As well as the administrative savings, we have saved mileage and a lot of man hours in the office and on site."