

Cleaning up with Creator.

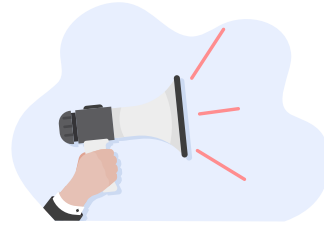
"Believe in better."



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About Red Dragon Group



Based out of Cardiff, UK, Red Dragon Group is an up-and-coming facilities management company that provides services to organizations across a wide range of business sectors in the UK. Red Dragon was founded in 2016 by Craig Thompson, who has over a decade of experience in handling and managing corporate facilities for clients. The company extensively trains its employees and now has 14 employees managing eight client facilities.

In this ebook, we'll learn how Red Dragon Group is using Zoho Creator to run their day-to-day operations.



Their services



Red Dragon understands that each client has a unique need and prepares a plan completely tailored plan to their premises and circumstances.

They offer multiple services to their clients:



Office and commercial cleaning



Floor cleaning and sealing



Window cleaning



Security Services



Sanitizing fogging

“We started the company by offering facilities management services, which includes services like office cleaning, window cleaning, and security. But if our client needs us to do more, we do not hesitate to help them out. ”



Craig Thompson, Managing Director,
Red Dragon Group

The need

Prior to adopting Zoho Creator, Red Dragon used spreadsheets to create a list of tasks employees had to perform in the client's offices. A list was built for each and every room at the location, and every time employees went over to the client's office to work, they were handed a printed copy of the list. Employees were supposed to add a tick next to each task when it was done. These printed lists served as proof that the employees did the work, and management had to later crosscheck the lists with the actual work from time to time.

“Handling the printed sheets was a nightmare. I mean, we had to spend hours upon hours to sort them, and to get any meaningful data out of them, we needed to go through each one of the sheets. Not to mention we had to hand out sheets to employees every time they went to a client's office—which resulted in more paper lying around in the office.”



As one can guess, this resulted in a lot of paperwork. Red Dragon’s office was covered sheets of paper, and managing them was a task in itself. The printed sheets, no matter how well they were organized, could get lost or tampered with. Plus, it wasn’t possible to apply any sort of filter to view the work done on specific dates or see what work couldn’t be completed—if management wanted to do that, they had to dig through everything manually.

Due to the nature of the paperwork, clients didn’t have real-time access to the services that Red Dragon performed for them—which resulted in occasional communication issues.

“Clients had less visibility into the work that was happening at their facilities, and I felt that we could do better as a company, so I decided to look for new solutions. ”



How Creator helps



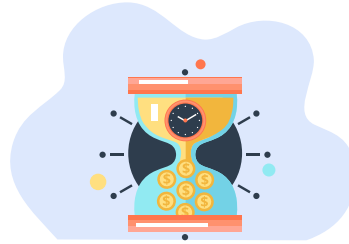
It was evident that Red Dragon needed a better way to manage these tasks, and luckily Craig was already on the hunt for a solution.

“I was looking around on the internet to see if I could make a digital version of the spreadsheet, and I came across Zoho Creator. I watched some videos on Creator, and realized how easy it would be to make custom apps that could meet my needs.”

Now Craig wanted to build an application that his employees would use to mark the tasks they've completed for each room. To do that, he initially built a model of the spreadsheet using Creator. Each room that needed cleaning had its own name, like "ground floor changing room." When the employee arrive at the room, they open the **app** —which is installed on company phones—scan the QR code—which confirms that they're in the room—and then proceed to clean the room. Once they finish, they click a checkbox in the app, and then mark what activities they performed in the room that day, like mopping, sweeping, or dusting. Finally, they take pictures of the room and upload them to the app to complete their entry, and the app automatically marks the time and date the cleaner added the entry for the room.



The benefits



**Eliminated
paper usage**



**Real-time
access for clients**



**Improved clarity
for management**



**Higher employee
productivity & satisfaction**



**Easier onboarding
of new clients**

The Zoho Creator app took Red Dragon’s paper-based processes to the cloud. Going to the cloud meant that people could access the app anywhere, using any device, and this opened up a lot of opportunities for Red Dragon.

To start with, now they didn’t need to print, distribute, and track piles of paper—instead employees just had to install an app on their phone, or access the app using their phone’s browser. This made looking for specific information, and analyzing it, extremely easy, and it saved management a lot of time.

With the information being added digitally, in a standardized format—as opposed to being written on a piece of paper and then being transferred to spreadsheets—the data accuracy improved by a large margin.

The application also offers personalized customer portals, which allow clients to access real-time information on the progress of work in their facilities, and add requests for additional work. Being able to view this data improved trust in the services provided by Red Dragon; if an area cleaned by Red Dragon employees gets messy afterwards, clients can be shown the images uploaded by the cleaners as a proof of work.

Now that employees don't have to worry about carrying printouts to every room assigned to them, all they have to do is open up an app, tick some boxes, and upload a few pictures—making it much easier and quicker for employees to do their work.

Since Zoho Creator is a visual low-code development platform, it allows citizen developers like Craig to easily edit their application whenever needed. This comes in handy when Red Dragon needs to onboard new clients or modify the requirement of an existing one. All Craig has to do is add a new room to the app by filling out its details in a form, print out a new QR code for a room, and he's done!

“The Creator app allowed us to save time in cleaning and management work, plus the app has a feature where we can upload pictures of the rooms we cleaned—this allowed us to show proof of our work, in case a client raised a complaint. Overall, I'm very pleased with the app.”

Support during COVID-19



As one of Red Dragon’s clients is an essential business, they needed to stay operational during government-mandated lockdown. While they requested additional cleaners to help keep touchpoints sanitized and keep offices clean, they also needed cleaners to sign paperwork after each room had been finished. This is where Creator stepped in.

“After a quick chat with the client, where I mentioned that it would be easier and better for both businesses if we used the app to track the progress of work—as we both would have evidence that areas have been sanitized—the client agreed. This puts Red Dragon Group above other cleaning companies, as most can’t provide this option to their clients.”



Future plans



“We're growing at a good rate, and we're happy with the way things are progressing with Red Dragon. We see us on-boarding more clients in the near future.”



Craig Thompson, Managing Director,
Red Dragon Group



About Us

Running a business is no mean feat, and we believe we can help. At Zoho Creator, we've always worked towards a key purpose - enabling the citizen developer to build functional apps without having to learn to code. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of pre-built apps and modify them. Just sign up, pick a plan, and start building!

Great brands trust us





www.zoho.com/creator/

We'd love to talk! Reach out to us:

creator-sales@zohocorp.com