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BEAMEX CASE STORY

DOUGLAS CALIBRATION SERVICES **REDUCES TECHNICIANS' WORKLOAD AND STRESS**

Experience a better way to calibrate

DOUGLAS CALIBRATION SERVICES REDUCES TECHNICIANS' WORKLOAD AND STRESS WITH BEAMEX LOGICAL

When Douglas Calibration Services set out to build a fully digital calibration process, their primary goal was to improve quality of life for their technicians by reducing their workload and stress. Beamex LOGICAL Calibration Software has helped them to achieve this while also giving them the tools to provide a faster and more efficient service for their vast and varied customer base.

Douglas Calibration Services, part of the Jones Engineering Group, has been providing high-quality calibration services since 1989. The company's highly trained team of over 70 technicians serves more than 130 clients, including some of the biggest names from the pharma, energy, and food and beverage industries.

As a long-time Beamex customer, Richard O'Meara, Contracts Manager at Douglas Calibration Services was already very familiar with the Beamex hardware and software offering. "We use Beamex MC2, MC5, and MC6 documenting calibrators daily, and I'm in regular contact with Aidan Farrelly from Beamex and their local channel partner Howard Instrumentation, both of whom I have a fantastic relationship with," Richard says.

"As much as we needed to streamline our processes, improve efficiency, and make it easier to generate calibration certificates, it was even more important for us to take the pressure off our technicians, who were drowning in paperwork"

Richard O'Meara, Contracts Manager at Douglas Calibration Services



INTO THE CLOUD WITH A STRESS-FREE PAPERLESS SOLUTION

Richard and the team at Douglas Calibration Services had been looking for a cloud-based solution that would allow them to go 100% paperless. Beamex LOGiCAL Calibration Software – answered this need perfectly and would make cumbersome, potentially error-prone manual data entry a thing of the past.

“Prior to 2013 everything was done on paper, which was incredibly tedious and inefficient for our technicians,” Richard explains. “We developed our own in-house database, which at least made it possible to search historical data and enter data digitally. This was the starting point in our journey to a fully paperless process, which eventually led to us implementing LOGiCAL for all of our clients in 2022.

One of the biggest pluses of LOGiCAL for Douglas Calibration Services is its pricing model, which allows them to pay per usage and scale up or down as needed. “It gives us great value for money because we only pay for what we use. As it’s a cloud-based solution, there’s also no wastage or big initial outlay on infrastructure or implementation, and no hardware upgrades either,” Richard points out.

RESCUING TECHNICIANS FROM A MOUNTAIN OF PAPERWORK

Taking a step back from the cutting-edge technology and complex equipment involved, it’s important to remember that calibration is still a job that has to be done by people. Taking care of their well-being is as important as ensuring that the instruments they use are properly calibrated – and this was a strong driver behind Douglas Calibration Services’ decision to adopt LOGiCAL.

“As much as we needed to streamline our processes, improve efficiency, and make it easier to generate calibration certificates, it was even more important for us to take the pressure off our technicians, who were drowning in paperwork,” Richard says. He estimates that the technicians’ workload has been reduced by 30–40% thanks to LOGiCAL.

“The market for experienced technicians is very competitive, so anything we can do to retain good people is a huge plus for our business. In this way, LOGiCAL boosts both our brand as an employer and the quality of service we’re able to provide for our clients.”

Instead of carrying cumbersome laptops with them from site to site and relying on paper printouts, technicians now simply use a tablet with the Beamex bMobile Calibration

Application installed. The application is used to perform all their calibration work. The company now has over 2,000 instruments uploaded to its LOGiCAL database and expects to complete upwards of 10,000 calibrations every year using the solution.

Once the calibration results are captured by the technician in the field and synchronized with the LOGiCAL system, admin staff can download and review them before emailing the calibration certificates to the client. Today, thanks to LOGiCAL, clients receive their certificates on the same day or the day after the calibration work was done in 90% of cases. No more paper printouts, no more scanning, and no more ‘snail mail’ post.

A LITTLE PEACE OF MIND GOES A LONG WAY

With such a large volume of calibrations, it’s easy to imagine things slipping between the cracks and being forgotten. When was that instrument due for calibration? Is the reference standard I’m using in date and certified? Once again, LOGiCAL comes to the rescue when these concerns arise.

“We perform around 100 calibrations a month for one of our larger clients, and before LOGiCAL we had to manually track the recalibration due dates on a spreadsheet,” Richard remembers. “Now, LOGiCAL does all this work for us with its ‘instruments due’ feature, so we never miss a date. What’s more, it also tracks the reference standards so we can make sure all our references are in date and never miss a recertification.”

A HELPING HAND IS ALWAYS AVAILABLE

Beamex and Douglas Calibration have walked the path towards paperless calibration hand in hand from the start. During the transition to LOGiCAL, Beamex convened monthly meetings to discuss any issues or queries, and regular feedback from the team at Douglas Calibration Services has led to the implementation of a host of new features and updates.

“The software itself also has a built-in help center, so if one of our people needs assistance they can ask a Beamex expert for on-the-fly support. We’ve always received prompt responses to these types of queries,” Richard says.

“It has been an exciting journey with Douglas Calibration and LOGiCAL so far, and we are not done yet,” says Aidan Farrelly, Calibration Consultant Wales, Ireland & South West

Douglas Calibration Services

CALIBRATION SOLUTIONS

- LOGiCAL Calibration Management Software
- Beamex MC6 Multifunction Calibrator
- Beamex bMobile Calibration Application

MAIN BENEFITS

- Fully digital calibration process, allowing them to go 100% paperless
- Streamlined calibration processes to improve efficiency
- Improving technician's well-being by reducing their workload by 30-40%, to ease the stress and pressure
- Increasing the efficiency of calibration certificate delivery. Same day or the day after in 90% of cases.
- The pay per usage pricing model which allows to scale up and down as needed

at Beamex. "We are always seeking to enhance the user experience. It has been great to see how Douglas Calibration have implemented the solution, the value it has brought to their business, and the impact it has had on their technicians' quality of life."

HUGE POTENTIAL STILL TO BE UNLOCKED

Like any SaaS solution worth its salt, LOGiCAL is constantly evolving and improving in response to the needs of the companies that use it. Richard sees plenty more potential in the solution: "We're excited to work with Beamex to develop new features, like the ability for clients to log in to their database and view instruments and calibration results, for example. I've no doubt that we'll be having some very productive discussions with Aidan and the Beamex team about all of these matters and more – in many ways, this is just the beginning of our shared journey!"

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Richard O'Meara, *Contracts Manager at Douglas Calibration Services*

FOR MORE INFORMATION

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