



**A central source of truth  
for compliance - between  
clients and contractors.**

A man with short brown hair, wearing a white button-down shirt, stands in the foreground on the right side of the image. Behind him is a large, dark blue wall with the 'PHENIX GAS SERVICES' logo in white. The logo features a stylized phoenix icon. The background also shows a white ceiling with a grid pattern.

**PHENIX**  
GAS SERVICES

# A central source of truth for compliance - between clients and contractors.

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Phoenix Gas Services (Phoenix) is a family business specialising in central heating and hot water services. Kyle Grocott, Managing Director, explains how his team uses Plentific's compliance software, Gas Safety by Plentific (Gas Safety), to share information seamlessly with clients, maintain a complete audit trail and evidence compliance securely, remotely and digitally.

In this case study, the Phoenix team demonstrates how Plentific's suite of compliance tools can help other such businesses evolve. Here are some highlights:



80% first time access rate, using Gas Safety



Average job time of just 27 minutes over 33k jobs



95% delivery rate for emergency jobs and 100% for urgent jobs

## About Phoenix.

For over 24 years, Phoenix Gas has established a strong reputation for being a one-stop-shop for gas boiler services. From boiler replacements, to servicing, power-flushing and advice on choices of boiler, the company offers a range of affordable and customer-focused services for heating one's home. The business has serviced over 50,000 boilers and has 1000s of happy customers.


## Plentific and Phoenix.

Phoenix was one of the first trade companies to use Plentific's Gas Safety compliance software, after successfully tendering to provide gas services to one of Plentific's clients, Home Plus.

Phoenix was offered use of the technology and discovered that there were many synergies in the delivery model Gas Safety offered. Finding the simplicity of the software a good fit, and how seamlessly it worked between the field and the office, quickly convinced Phoenix that it was the perfect solution for conducting, monitoring and reporting gas works, which allows clients to remain compliant with their statutory obligations.

The team began to explore how granular their gas boiler data could now become, and how compliance could be visualised, standardised and made faultless.





**“ I always try and cite to clients the unique selling point of having Gas Safety by Plentific - that it is the intermediate software that sits between the client system, the contractor system, and it should be where all the data is centrally stored.**

- Kyle Grocott, Managing Director,  
Phoenix Gas Services

# Working with Plentific: key facts and figures.

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01

## Absolute transparency and a full audit trail.

The Phoenix team mentions that most contractors typically use their own systems to record and share compliance activity, which can create issues. These systems are usually purpose-built and disconnected (using offline elements and spreadsheets), making them unfit for recording and sharing information centrally. This can also make it difficult to evidence compliance in situations where there's a dispute.

Gas Safety's transparency and real-time tracking of on-site compliance activity immediately transformed this journey. Kyle and his colleagues at Phoenix were able to monitor engineers, capture key data remotely and share this with clients, all from the same app. The mobile app also communicates with the gas safe register to ensure that engineers are using valid gas safe licence cards. You can always be sure that an engineer carrying out gas checks with the Gas Safety app has a valid gas safe registration.

Gas Safety's ability to seamlessly integrate with Phoenix's existing systems made the transition smooth and the platform's intuitive nature meant the team didn't require a long training period before creating value through it. The digital audit trail Gas Safety offers also makes dispute resolution easier when the need arises, as Kyle and his team are able to clearly show the steps their team took to demonstrate compliance.

02

## Instant communication and centralised data

The Phoenix team's communication has seen a step-change since using Gas Safety. Once an engineer completes the works needed on site, a notification is sent to Gas Safety, which is then relayed to both Phoenix and the client. All of this happens in real time, without the need for follow-ups, phone calls or emails. Kyle cites this as one of the most useful features of Gas Safety's functionality - the 'Issues' tab on the dashboard - through which clients can get instant visibility of their building safety without traditional forms of communication.

This process also creates a central repository of up-to-date compliance information that can be accessed by Phoenix and the client round the clock. With Gas Safety acting as the unified source of truth between all stakeholders, discrepancies in data are now a thing of the past. The Phoenix team is showcasing to clients that they have a safer, faster, more effective means to deliver a contract in a time when building safety laws are evolving, owing to the Building Safety Act.



## Working with Plentific: key facts and figures.

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### 03 An intuitive dashboard and a dedicated marketplace.

Gas Safety's dashboard is designed to walk any new user through the process of how to monitor and manage records of compliance across multiple properties. When required, the Phoenix team can customise the dashboard based on client specifications and use smart filters to prioritise urgent tasks. All of this, from raising to reporting, is contained within a single place. This creates a reduction in average admin time and helps the team create further efficiencies - such as freeing up operative time to attend additional jobs.

Another key feature of the Gas Safety platform is the dedicated marketplace it comes with. Kyle mentions that the HMOs who work with Phoenix cannot always cover the repairs that emerge from compliance activity recorded in the Gas Safety platform. Phoenix's team advises these HMOs that Plentific's Gas Safety product comes with a marketplace of its own. The 18,000 vetted contractors on the marketplace can cover any additional repair jobs and can easily be slotted alongside a client's existing contractors or in-house teams when capacity constraints become an issue.

### 04 Adapting to new safety laws and standards.

Phoenix mentions digital transformation has become the norm amongst future-thinking companies. The team still encounters resistance with the adoption of digital tools for compliance management but notices this changing after the Building Safety Act. New laws are placing a stronger emphasis on both landlords and contractors to maintain a golden thread of compliance activity and Kyle believes this will only be possible by transitioning to a digital model of service delivery.

The Phoenix team believes that other compliance safety professionals will benefit from streamlining and securing their workflow using a product like Gas Safety. Similarly, Gas Safety's prioritisation of integration allows any existing contractor systems to adopt the technology in little to no time. With upcoming support for fleet management and field service management, Gas Safety can help businesses like Phoenix scale at a faster rate, manage client communication effectively and maintain consistently accurate compliance data.