

## Customer Story

# HARTS LIFT

Discover how a family-run Scottish elevator service company uses FIELDBOSS to streamline scheduling, accelerate onboarding, and improve client transparency across a ~1,500 lift portfolio.



### COMPANY

Hart Lifts

### INDUSTRY

Elevator Contracting

### LOCATION

Scotland, UK

## THE CHALLENGE

As a family-run team responsible for over 1,500 lifts across residential, commercial, and hospitality sites, Hart Lifts was growing faster than its tools. The legacy, office-bound system created friction exactly where speed and clarity mattered most—scheduling, onboarding, and client updates. Coordinators lacked a live picture of engineer availability, proof was stored in email threads, and setting up new sites took longer and was more complex than the customers wanted. The result was lost time to administration, slower responses, and too much back-and-forth for everyone.

### Where the friction showed up

- **Access & responsiveness:** Remote access was limited, creating office dependency and delays.
- **Scheduling clarity:** No clear view of the engineer's day or simple drag and drop made monthly PM planning time-consuming and challenging.
- **Proof in context:** Photos and attachments lived outside the job record (shared by email), weakening evidence and handoffs.
- **New site mobilization:** Onboarding new buildings/devices could take days and often required vendor involvement.
- **Planning data:** The data was cumbersome to extract quickly for short-term forecasting and workload planning.

Taken together, these constraints pushed Hart Lifts to seek a true cloud platform with flexible scheduling, embedded job evidence, and fast setup—leading them to FIELDBOSS.

## BACKGROUND

Hart Lifts is an independent, family-run elevator company serving residential, commercial, and hospitality clients across Scotland. Managing approximately 1,500 lifts—including luxury hotels and major facilities managed by firms like CBRE and Knight Frank—the company has grown primarily through reputation and referrals. Before FIELDBOSS, Hart Lifts relied on an aging on premise system that made remote work difficult, slowed onboarding of new sites, and limited scheduling visibility. Seeking a modern, cloud-based platform to support a lean team and future growth, Hart Lifts chose FIELDBOSS after a competitive review because it “ticked all the boxes” for flexibility, scheduling, and day-to-day efficiency.

# WHY HART LIFTS CHOSE FIELDBOSS

After an extensive market review, Hart Lifts selected FIELDBOSS for its cloud flexibility, modern scheduling, and rapid mobilization, all in a single platform that didn't require extensive customizations.

- **True cloud platform** for anywhere access and hybrid work across the team.
- **Flexible schedule board** with drag and drop, mechanic day views, and routing to simplify PM planning and callouts.
- **Built in job evidence** (photos, notes, equipment/parts status) and visit reports to improve client transparency.
- **Rapid onboarding** allows new buildings/devices to be set up in minutes ( $\approx 10-30$ ), enabling quick deployment and improved customer service.
- **Easy data export** to support 7-day callout forecasting and better resource allocation.
- **Responsive partner** with quick training, fast support, and minor enhancements turned around quickly.
- **Right-sized** cost and rollout for a lean operation, with room to scale as the portfolio grows.

With those criteria met, Hart Lifts put FIELDBOSS to work—turning day one capabilities into practical wins across scheduling, onboarding, customer reporting, and resource planning.

## THE RESULTS

Since going live, Hart Lifts runs a tighter, more predictable operation. A single scheduler can now plan the monthly preventive maintenance program with confidence; new sites can be mobilized in minutes instead of days; engineers capture photos and notes in the job record, so customers receive clear, timely proof of work; and easy data exports enable a rolling seven-day forecast to balance emergencies with planned work. The combined effect is faster throughput, fewer handoffs, and a team—both technical and non-technical—empowered to move work forward, which has strengthened customer trust and kept Hart Lifts a step ahead of its competitors.

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*FIELDBOSS ticked every box for us. The cloud platform and flexible scheduling put us a step ahead of competitors—and it scales with our growth.*

Damian Dolan,  
Operations Director  
Hart Lifts

# THE RESULTS

## LEAN SCHEDULING

With drag and drop routes and clear engineer day views, one coordinator confidently plans ~500–600 monthly PM visits without adding headcount or losing visibility.

## RAPID ONBOARDING

New buildings and devices can be configured quickly, allowing same-day scheduling and instant traceability for customers.

## PHOTO-BACKED REPORTS

Site visit summaries with photos are sent out after each job, reducing “did you attend?” queries, speeding up approvals, and laying the groundwork for simple automation in the future.

## 7-DAY FORECASTING

Quick data exports provide a short-range callout outlook, allowing managers to balance emergencies with planned work, thereby reducing idle time and last-minute reshuffles.

## OFFICE ENABLEMENT

Cost templates and guided steps let non technical staff raise quotes, progress work, and keep turnarounds fast—fewer bottlenecks, quicker responses.

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*Moving to a true cloud software significantly improved the efficiency and flexibility of our field service operations across Scotland. The ability to manage schedules with drag-and-drop functionality, quickly establish new sites, and dispatch photo-backed reports remotely offers immense benefits for our mobile teams.*

Damian Dolan,  
Operations Director  
Hart Lifts

## LOOKING AHEAD

With a planned upgrade on the roadmap, Hart Lifts aims to build on these gains by automating routine communication, enhancing customer self-service, and expanding analytics to support more proactive decision-making. The focus is on reducing manual administration, shortening feedback loops, and providing clients with clearer visibility on a day-to-day basis.

- **True cloud platform** for anywhere access and hybrid work across the team.
- **Automate visit reports** to eliminate manual sending and speed customer sign-off.
- **Launch a client portal** that allows customers to view their job status, download reports, and track their visit history.
- **Publish monthly KPI dashboards** (e.g., via Power BI) to surface trends and SLA performance at a glance.
- **Tighten parts & purchasing traceability** to accelerate PO lookups and standardize repeat part workflows.
- **Offer lifecycle & budget guidance** on ageing equipment to inform modernization timing and capital planning.

With those criteria met, Hart Lifts put FIELDBOSS to work—turning day one capabilities into practical wins across scheduling, onboarding, customer reporting, and resource planning.

*FIELDBOSS hasn't just modernized our operations—it's given us the capacity to grow without hiring ahead of demand.*

Damian Dolan,  
Operations Director  
Hart Lifts

Ready to streamline scheduling, onboard new sites in minutes, and deliver photo-backed transparency to every client?

See FIELDBOSS in action—book a 20-minute walkthrough and get your rollout plan.

[Book A Demo Today](#)