Handsfree Group

From Manual Chaos to Real-Time Control on Salesforce

Handsfree Group

INDUSTRY	LOCATIONS	PLATFORM
Vehicle Technology / Field Service	United Kingdom & United States	Rootstock + Salesforce FS

98%+
First-Time Job Success Rate

+20 ppt
Increase in Work Orders Invoiced Within 24 Hours

-52%
Reduction in Warehouse Transactional Errors

-8%
Reduction in Stock Write-Offs

+25%
Increase in Service Orders

-80%
Reduction in Scrap Inventory

THE CHALLENGE

Handsfree Group provides vehicle technology installation and maintenance services for logistics and emergency services fleets across the UK and US. After winning a landmark contract with the UK Home Office to equip the national Emergency Services Network, operational excellence became critical. Salesforce Field Service solved scheduling and technician mobility, but their legacy back-office system couldn't keep up: inaccurate inventory, untracked van stock, manual purchasing, and spreadsheet-driven RMA processes regularly caused last-minute job cancellations and uncontrolled stock losses.

THE SOLUTION

- **Real-time van stock tracking** with every part traceable to a specific job and technician
- **Automated order-to-invoice flow** from stock allocation through warehouse fulfillment to billing
- **MRP-driven purchasing** with automated demand signals replacing manual stock reviews
- **Structured RMA management** with system-generated docs and full audit traceability
- **Single platform** with complete vehicle history, work orders, and stock transactions

THE IMPACT

Within months of go-live, Handsfree recorded measurable improvements across every key operational metric. First-time job success rate increased to **98%+**. Work orders invoiced within 24 hours saw a **20 percentage point increase**. Warehouse transactional errors dropped by **52%**. Stock write-offs fell **8%**. Service orders grew **25%** as improved service quality drove repeat and referral business. Scrap inventory was reduced by **80%**. Technician close-down time was **fully automated**, replacing manual email reporting.

> *The traceability was a massive point for us. The fact that it interlinks with Salesforce Field Service meant we finally had a full end-to-end solution. It's just seamless.*
>
> **Chris Jones** - Head of Operations, Handsfree Group

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