

A person wearing a blue polo shirt is shown from the side, holding a laptop. The person's hands are on the keyboard. The background is a server room with rows of server racks and some glowing lights. The overall tone is professional and tech-oriented.

# Capital

Your National Service Team



I.

## Service Description

At Capital we've been providing business services across the country for many years. We directly employ security cleared field staff from Scotland, through the North, Midlands, Wales and down into London and the South.

We have hundreds of clients with sites across the UK; these need to be visited on a regular basis, monthly through to annually, or even ad hoc.

The services we provide might require the need to send a team for a number of days, or for one man for as little as an hour, all to carry out a range of tasks, anywhere in the country!

Because Capital are required to be this flexible, we have invested in a cloud based system that allows us to plan, manage, report, schedule and track our field operatives to perform these services on our clients behalf.

We have invested in a cloud based system that allows us to track the work of our field operatives.



We can be your boots on the ground, your remote hands and eyes on site, following your directions in real time, delivering services and providing reports on your behalf, all without you needing to leave your office! And because of our management system, we ensure that work is carried out in the most efficient and cost effective way.

The key is planned scheduling!

This efficiency and cost effectiveness is passed onto our clients. It means that when we are required to visit a site for a job that might only take an hour or so, we can schedule it with other pre-planned work in that area to keep costs down.

Our mobile field team is equipped and able to provide a range of services from technical cleaning, IT auditing, inspection and reporting, environmental, health and safety checking, repair and replacement and many other tasks that require a physical presence on a remote site, where and when you need it.

All services are completely tailored to meet with your specific requirements.

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## Service Benefits

Using a ready-made field service provider means you have all the benefits of national coverage without any of the problems that come with the employment of a nationally spread field team. This should not be underestimated; the cost and logistics involved in running this kind of operation can be daunting.

Our field staff are fully employed and have security clearances that enable them to work in many sensitive areas like airports and other secure locations. They are controlled using a 'state of the art' cloud based management system that allows us to plan, schedule, track and interact with team members continuously and in real time.

Each team member carries a tablet that works in tandem with our management system, allowing us to relay specific instructions on your behalf before, during, and after service delivery with full real time reporting if required, so you will be kept in the loop at all times, receiving updates, alerts and advice as services are provided. Your clients will also interact via this system to confirm service delivery and compliance to service requests.

We have mobile technicians across the country, equipped to carry out a multitude of services.



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## Other benefits include:

- **The support of your existing network**  
You might already have a field service team but are experiencing high demand for services. Capital can take on some of this workload, working either independently or in tandem with your own staff.
- **Scheduled work**  
You will know in advance when and where our team is due to arrive.
- **Nationwide coverage**  
We have team members employed across the country.
- **Cost benefits**  
We already have pre-scheduled jobs nationwide, so work we carry out for you will be fitted into our master schedule. This means we won't necessarily be making journeys specifically for you, which also means you're not bearing the brunt of that cost. Travel costs are therefore shared among those clients that use our services on the same day that you require a similar service.

You will know in advance when and where our team is due to arrive.





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## Case Studies

Visit [Capital.uk](https://www.capital.com) to explore relevant case studies.



All designed to ensure complete customer satisfaction.



# Capital

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