

# Mobile Workforce Management Knowledge Brief: CP12

## HOW CAN COGNITO HELP

With over 150 successful Mobile Workforce Management solutions in place, Cognito is in the right position to provide consultancy, solutions and services to organisations with task-oriented field workers who need to integrate their field activities with their back office systems and processes to maximise competitive advantage.

Contact us today, to find out more about how Cognito can increase the effectiveness and efficiency of your organisation, whilst lowering your costs.

Cognito Limited  
Benham Valence  
Newbury  
Berkshire  
RG20 8LU  
United Kingdom

Enquiries: +44 (0)1635 508200  
info@cognitomobile.com

Cognito's® ability to seamlessly combine data capture with the generation of obligatory forms and certificates is just one of the advantages of its fully integrated Mobile Workforce Management solutions.

Cognito has built such a solution for the gas service industry. In 1996 the government passed a law requiring all landlords who rent part or all of a property to have all gas appliances and pipework checked every 12 months, with a certificate to prove it.

The Landlord's Gas Safety Certificate, known as a CP12, is issued after a thorough inspection by a certified engineer and is provided to the landlord. In many cases, of course, the landlord is not present during the inspection, and so the certificate may be completed by the engineer on site and signed by the tenant, followed by some form of ad hoc delivery, either via the tenant, or through the post when the engineer returns completed forms to the depot.

Cognito uses the workflow control and validation capability of its FormsPlus client application to create a structured series of screens for the engineer to complete as he carries out the inspection. This approach is more reliable than paper-based forms with tick boxes; it ensures that correct procedures are followed depending on the evolving progress of the inspection and has a much lower chance of data entry errors, improving the integrity of the CP12 inspection process, and ultimately gas safety.

By integrating the collection of inspection information, either through electronic capture information, or the integration of measurement devices such as the Kane and Telegan Gas analysers, Cognito Mobile Workforce Management solutions make it possible for all inspection information to be transmitted back to the head office in real-time. Cognito's middleware adapters allow the direct integration of this recorded field data with existing back-end systems, ensuring that it is captured and archived as well as allowing the automatic generation of the CP12 certificate which can be sent on to the landlord electronically or via post.

Cognito's integrated solution at both the point of delivery as well as in the back office dramatically simplifies the recording of inspection information and the production of certificates. This eliminates most of the opportunities for mistakes and lost certificates or unclear or unlogged inspection information. Cognito's solution provides a superior service to the landlord with the assurance that their compliance with regulations is in place and supported by back-end systems records.

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