

FIELD SERVICE OPERATIONS / UK LOCKSMITH SERVICES

From the office to the job site.

Specialised Locksmiths Platform Suite

Tech Monkeys built a connected admin portal, client portal, and contractor Progressive Web App (PWA) for specialist locksmith operations, with configurable pricing and automated Xero invoicing.

CLIENT**Specialised Locksmiths****SECTOR****Locksmith services****MARKET****United Kingdom****THE BUSINESS CHALLENGE**

Enforcement, NDE warrant, and insolvency work involves different job types, pricing rules, sites, clients, contractors, and warrant officers. The client needed to coordinate these details, give customers job visibility, and connect field reporting with accurate billing.

THREE INTERFACES. ONE CONNECTED WORKFLOW.**Admin portal**

Create, schedule, assign, and price work.

Client portal

Review job status, schedules, and assigned teams.

Contractor PWA

View work, update status, and capture site evidence.

01 / OPERATIONS + CONTROL

Coordinate the work. Keep the detail connected.

The admin portal provides a central workspace for job records, scheduling, contractor assignment, and customer-specific pricing.

01 Centralized operational records

Create and manage jobs, sites, customers, contractors, and warrant officers. Keep the people and locations involved in specialist work connected to the job workflow.

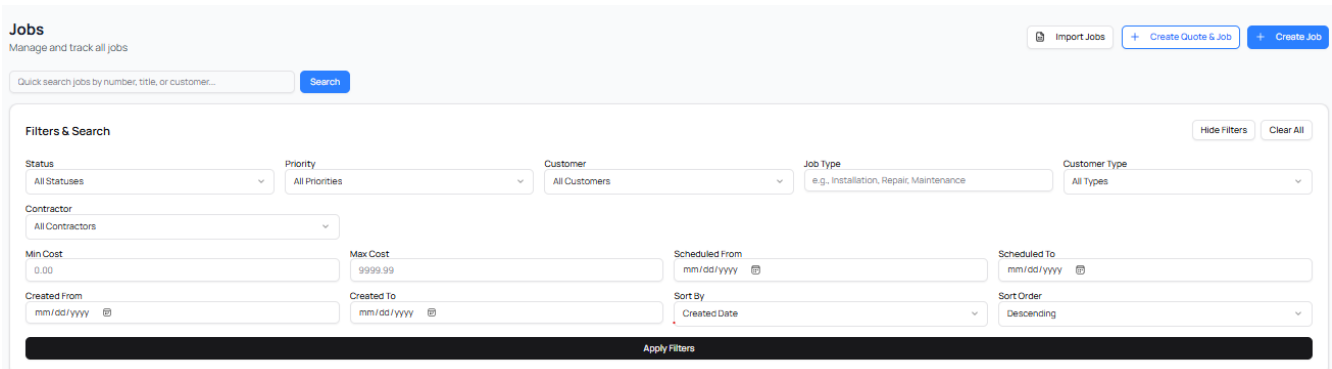
02 Scheduling and contractor assignment

Organize work through job scheduling and contractor allocation. Supplied interface views show a schedule calendar, job status visibility, and operational search controls.

03 Flexible commercial rules

Configure pricing by customer, job type, contractor, service, and product, so billing can reflect the different arrangements involved in each job.

OPERATIONAL SEARCH AND FILTERING



The screenshot displays the 'Jobs' management interface. At the top, there's a header with the title 'Jobs' and a subtitle 'Manage and track all jobs'. To the right are three buttons: 'Import Jobs', '+ Create Quote & Job', and '+ Create Job'. Below the header is a search bar with the placeholder text 'Quick search jobs by number, title, or customer...' and a 'Search' button. The main section is titled 'Filters & Search' and contains several filter groups: 'Status' (dropdown: All Statuses), 'Priority' (dropdown: All Priorities), 'Customer' (dropdown: All Customers), 'Job Type' (text input: e.g., Installation, Repair, Maintenance), and 'Customer Type' (dropdown: All Types). Below these are 'Min Cost' (0.00) and 'Max Cost' (9999.99) fields. Further down are 'Created From' and 'Created To' date pickers, and 'Sort By' (Created Date) and 'Sort Order' (Descending) dropdowns. At the bottom of the filter section is an 'Apply Filters' button.

Supplied admin-portal screenshot: job search, status, contractor, customer, date, and cost-range filters. Cropped to exclude job records and private details.

02 / CLIENT VISIBILITY + FIELD EXECUTION

Keep clients informed. Equip contractors on site.

Dedicated interfaces give each audience access to the information and tasks relevant to their role.

CLIENT PORTAL

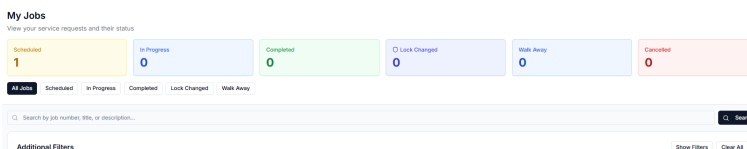
Job and schedule visibility. Clients can review live job status, upcoming work, and assigned warrant officers and contractors.

CONTRACTOR PWA

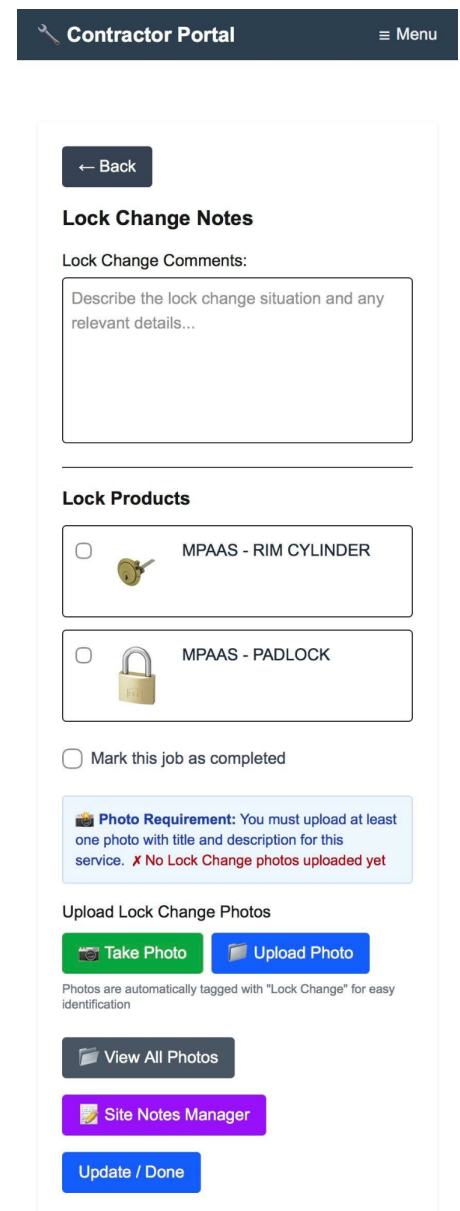
Work from a mobile device. Contractors can view assigned jobs and schedules, update job status, upload site photos, and record notes and observations.

Structured field reporting. The supplied lock-change screen brings comments, product selection, completion status, photo capture, and site notes into one task view.

CLIENT JOB CONTROLS



Supplied client-portal view: status tabs and search controls. Job records are excluded.



Supplied contractor PWA screen: lock-change reporting and photo controls.

03 / PRICING, INVOICING + BUSINESS VALUE

Connect completed work with the billing workflow.

The platform links commercial rules and field-service information with invoice generation in Xero.

AUTOMATED PRICING + ACCOUNTING

Pricing is calculated from customer rules, services performed, products used, and contractor rates. The delivered integration generates invoices automatically in Xero, reducing the manual steps involved in preparing billing.

DELIVERED BUSINESS VALUE

Connected coordination. Internal operations, customer visibility, and contractor reporting are brought together across three purpose-built interfaces.

Timely information from the field. Job updates, photos, and notes can be captured at the site and shared through the connected workflow.

A consistent client experience. All three interfaces follow Specialised Locksmiths' branding, giving administrators, clients, and contractors a coherent product experience.

FUTURE ROADMAP / PLANNED ENHANCEMENTS

The project roadmap includes AI-assisted contractor scheduling based on location, availability, and job type, plus messaging between users and further reporting automation. These are planned enhancements, distinct from the delivered capabilities described above.

Need software that connects office and field operations?

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