core|rfid Ltd.

How GAP Group brought their LOLER inspection management under control with CheckedOK

GAP Group is the UK's largest independent hire company, operating across nearly 200 depots nationwide and serving construction, utilities, marine, infrastructure, industrial and events customers. Their Test, Inspect and Certify (TIC) division handles LOLER, PUWER and PPE inspections, load testing, servicing, repairs & installations for a large and varied customer base – a role that carries serious regulatory consequences if records slip. Before CheckedOK, they were using less advanced software to generate certification and manage bookings using shared calendars and spreadsheets, keeping things moving through effort rather than process.

GAP Group had previously tried another platform for their inspection processes, but it stopped keeping pace. The volume of inspections was too high, the cost was hard to justify, and when things went wrong, support was slow to respond. Engineers had reverted to paper. They went out to tender.

The manual workflow sitting alongside that platform added its own layer of friction. Every new enquiry was entered into Excel, tracked through to quotation and job scheduling via Outlook, with risk assessments, method statements and contracts attached by hand. With 17 engineers completing 100,000 events per annum, the calendar was being used for things Outlook was never designed to handle. Jobs were getting scheduled, but the process required constant manual effort to hold together.

In the field, engineers completed paper timesheets that were scanned back to the TIC office and manually uploaded to the central system. Every job touched the data multiple times: captured on paper, scanned, re-entered. The more jobs in the system, the greater the risk. Frozen screens slowed processes and records were hard to locate under audit. For larger accounts with specific KPI requirements around response times and service delivery, the reporting had to be compiled manually each time it was requested.

What the client says

"The system we were using had reached the point where the workarounds were almost as much effort as the job itself. With the volume of inspections we carry out, that quickly turned into days of wasted time and unnecessary administration. CheckedOK eliminated all of that."

Paul Harrison
National TIC Manager

Built for the scale they're heading towards

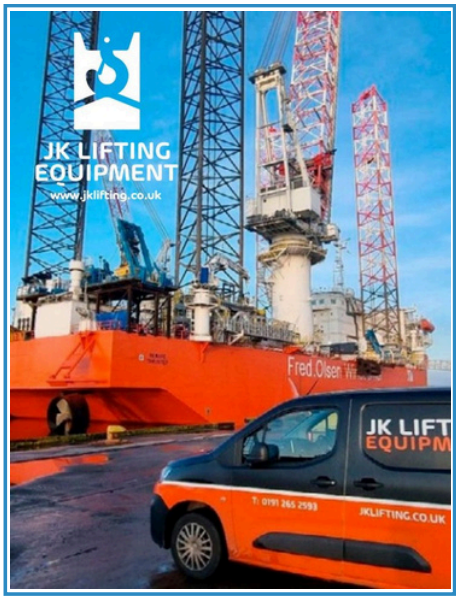
GAP Group ran a formal tender process. CoreRFID's CheckedOK was selected to replace the existing platform and take over the full TIC workflow.

What set the implementation apart was how CoreRFID approached it. Managing Director Munzi Ali worked directly with Paul Harrison, GAP Group's Head of Lifting – TIC, through multiple rounds of configuration and testing until the system matched GAP's processes precisely. That iterative approach shapes how CheckedOK is developed across the board. Customer feedback drives the product roadmap, and every improvement is available to all users at no additional cost.

Enquiries now go straight into CheckedOK. From there, the job moved through quotation, scheduling and engineer assignment without leaving the system. Before any site visit, the TIC office completes a digital booking form covering parking, site and office contacts, PO number and PPE requirements, which the engineer reads on their tablet before departure. No phone calls to clarify details. No arriving on site underprepared.

LOLER and PUWER inspections are completed digitally on mobile forms built for each asset type, and data uploads automatically. Client sign-off is captured digitally on completion and linked to the timesheet, giving management a cleaner picture of how engineer time is being used. Customers requiring KPI reporting get dashboards generated from data captured during the normal workflow, with no separate compilation required.

"Our engineers can get on with the job, the office is no longer buried in paperwork, and our clients receive everything they need without us having to manually compile reports or chase documentation. It simply works the way a modern inspection system should have worked all along."
- Paul Harrison, National TIC Manager



BENEFITS

- Admin time per job is a fraction of what it was — no Excel, no paper scanning, no manual uploads.
- Records are complete and timestamped the moment an engineer leaves site. No lag, no chasing.
- Engineers arrive briefed. PPE errors and missing documentation are no longer a site-day problem
- KPI reports for major accounts generate automatically. Clients get accurate data without anyone stopping to compile it.
- Invoicing on agreed-rate accounts is faster and cleaner. Manual rate-matching errors are gone.
- Compliance records — LOLER, PUWER, risk assessments, method statements, manufacturers' guides — retrievable in seconds when an auditor or client asks.

Ready to see how CheckedOK supports lifting inspection and asset management? Book a demo to discuss your requirements.

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