

Data from 120+ sites, all in one place, for the full picture of the business.

How **Q&S Commercial Landscaping** got clarity on its data with a single source of truth and reliable, timely dashboards built by Datore



contracted vs
actual hours

+ weather
correlation

tasks completed
by category

+ site
visits

automated
client reporting

quick
PDF export

“ *Datore brought clarity to our data.* ”

Sue Payne, Managing Director

How Q&S got clarity on its data with a single source of truth and reliable, timely dashboards

Datore centralised, cleaned and modelled historic and current data into one data architecture, and built dashboards to support operations, protect margins and strengthen client relationships.

single source of truth

IN ONE DATABASE

contracted vs actual hours

+ WEATHER CORRELATION

tasks completed by category

+ SITE VISITS

automated client reporting

QUICK PDF EXPORT

“ *Datore brought clarity to our data. From a fractured picture, we can now clearly see it all pulled together, which means we can proactively use it. Communication with Datore has been clear and reliable every step of the way*

Sue Payne, Managing Director - Q&S Commercial Landscaping

THE CONTEXT

Q&S Limited (Quality & Service Ltd) - Commercial Landscaping in London

- Environmental Commercial Landscape | Organic Maintenance | Design & Installation | Biodiversity Consultancy & Management
- Serving 45 clients across 120+ sites in London and the Southeast
- Field staff log their work through an app connected to a job-management system, which had recently replaced an older one
- Came to Datore having just updated their job-logging app and looking to do more with their data for operational efficiency and client relationships

THE CHALLENGE

Disconnected data, manual reports, and no way to see the whole picture...

Q&S had plenty of field data, but... client reports were built by hand in Excel every time a client asked. The system designed to hold that data could only produce narrow extracts, not the full picture of the business.

Historic trends were out of reach: data sat across spreadsheets and separate systems, and finding an old number meant digging through months of saved files, if it was even still there at all.

To achieve their strategic goals, Q&S needed better visibility into contracted vs actual hours per site, tasks completed by category and site visits.

“ *Datore team are very attentive. They're quick to turn things around. Always proactive, pleasant, willing to adapt, to listen and to make changes.*

Sue Payne, Managing Director - Q&S Commercial Landscaping

THE APPROACH

From scattered data to a single source of truth - The Impact Pathway in Action

Align & Discover

Datore ran the Impact Workshop to set strategic goals around operational efficiency and client relationships.

They then mapped data held across the job-logging app, a previous system Q&S worked with, and spreadsheets surfacing inconsistencies in data labelling and gaps from manual, free-text entries - groundwork that would shape everything built after.

Connect & Build

Datore connected directly to Q&S's job-logging app via API, refreshed hourly, and merged that current data with historic records from the previous system into a single, cleaned, consistently labelled database.

On top of this, Datore built a dashboard comparing hours worked to hours contracted per site, and a client reporting dashboard, with Excel still used to feed in additional data.

Impact & Iterate

Q&S now has visibility into their operational data (also historic), including hours worked vs contracted per site, and a weather correlation view that shows how conditions affect performance. The client dashboard gives Q&S a single place to export reports in just a few clicks.

The dashboards keep evolving and Datore remains on hand to adapt and improve them as new requirements come up.

“Creating a single source of truth meant centralising data from the two systems that didn't even agree on what to call the same site. It took a lot of cleaning and mapping before we could build a dashboard with trustworthy insights.

Declan Robson, Analytical Engineer - Datore - Your Data Department

THE RESULTS

What actually changed

- Two disconnected systems & tons of Excel merged into **a single source of truth**
- Hours worked are now measured against hours contracted, per site, correlated with weather conditions
- Q&S can now see exactly **what's been done, where, and when** with site-level visibility into every visit and completed task, by category (sweeping, pruning, etc)
- Client reporting dashboard gives Q&S a single place to export **client-ready reports in a few clicks**
- Historic trend analysis** is now possible for the first time, giving a clear, reliable view of performance over time

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WHY IT WORKED

The Datore difference

Q&S came to Datore through reputation, having seen what Datore had done for their managing agent.

"They took the time to actually understand where we were coming from and what we wanted to achieve."

That attentiveness carries through beyond the initial build. Datore has stayed closely involved with Q&S, continuing to adapt the dashboards as new people join and new needs come up.

It shows up when it matters most, too:

"There's been times I've needed information quickly for a tender or a presentation, and they've dropped everything to help."

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