



Centrus AI

CASE STUDY

PFL Electrical

2026

OUR IMPACT



PFL Electrical were looking to streamline their operations with an AI solution that could adapt to how they actually operate – not a generic tool that the business has to change to fit around. Our technical team worked closely with their operations, understanding their workflows, how they wanted information presented, how their engineers work in the field, and their BigChange setup. The result is a platform built around PFL, not the other way around.

The impact has been measurable and immediate across PFL Electrical's operations, profitability, and service. The team now send 100 messages to Centrus every day – each one replacing a call to a supervisor or a wait for information that used to interrupt the working day. At 10 minutes saved per message, that is 83 hours returned to the business every single week in supervisor and engineer time.

“ We average 100 messages per day. That’s roughly 16.5 hours per day saved in operatives waiting for responses.

James Higginson, Operations Director, PFL Electrical

THE JOURNEY

PFL Electrical deployed Centrus AI in December 2025. From day one, the focus was on making the organisation's knowledge instantly accessible to every engineer.

We connected directly into their job management platform, BigChange, and synced with their cloud storage so the whole team could access everything they needed, such as job histories, site information, electrical drawings, and internal processes, from a single AI application.

The results speak for themselves. Engineers now check their schedules, review previous site visits, pull access notes, and read relevant documentation before they leave for site – all via WhatsApp, without calling the office.

They arrive informed, prepared, and ready. First-time fix rates have improved, and engineers operate with a level of autonomy that simply was not possible before.

CENTRUS AI

What sets Centrus AI apart for PFL is how deeply the platform adapts to the way they work: the custom fields pulled from BigChange, the format of every response, the logic behind their specific workflows. When James spots something that could work better, we have it live within 48 hours. It is a platform that our team genuinely adapts and improves in real-time, built around the people using it.

If you are interested in customisable AI to work for you and your team, [email us](#) with your details, or [book a demo](#) directly, and we'll explain how we can help you save hours every single week, and much more.

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Every engineer has the information they need, instantly. When I want to tailor something to how we work, it's live within 24-48 hours.

James Higginson, Operations Director, PFL Electrical