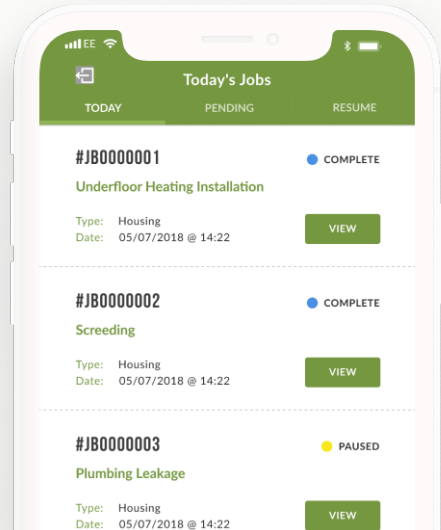


Case Study

Project Quote and Engineer's Mobile App



Client

Mec-Serv

Mec-Serv Ltd is a market leader in underfloor heating, screeding and acoustic solutions. They offer a full design supply and installation service with fantastic and swift installation.

<http://www.mec-serv.co.uk/>

Service

Technologies used

ASP.net with MVC framework, MS SQL Express, Android mobile app based on Kotlin , iOS application with Swift, Azure Cloud for hosting IIS server, Dropbox for file upload.

“Not only did they listen to my specific requirements about our IT needs, they also solved some long outstanding issues and enabled our remote workers / field staff to access our systems in a live environment. Because of Impact’s involvement, we have now seen an increase in efficiency which has allowed us to deliver to our customers what they need ”

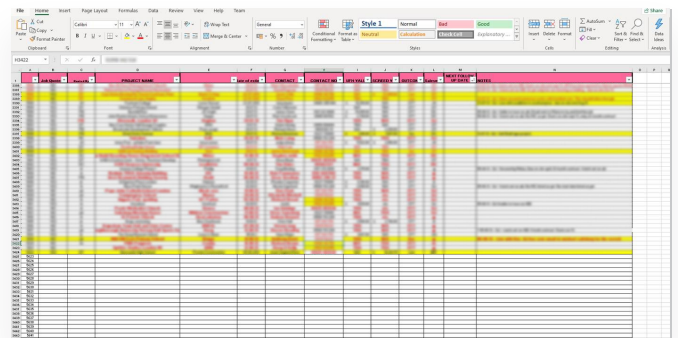
Matt Pullen | Managing Director

Problem

The Customer Dilemma

The company operates UK wide and and at any one time they have multiple projects teams working at different sites. They were facing the following difficulties:

- Multiple systems holding documents relevant to one project creating confusion and delays
- No CRM solution to quote clients and store the data centrally
- Assigning projects to an Engineering and producing all paperwork for a project was cumbersome and time consuming
- No ability to easily monitor engineering teams availability
- Engineers when onsite were unable to easily access project documentation
- No management visibility for job progress, completion and billing



Mec-Serv's old solution - Excel and Drop-box

Solution

What we did

They needed a system on which they can complete the process cycle from on-boarding clients to project sign-off. They were running across multiple applications which needed to be consolidated to one reliable application to provide an efficient and swift system to use which was also secure and backed up daily. They required a centrally based Quote Management System (QMS) to hold all clients information.

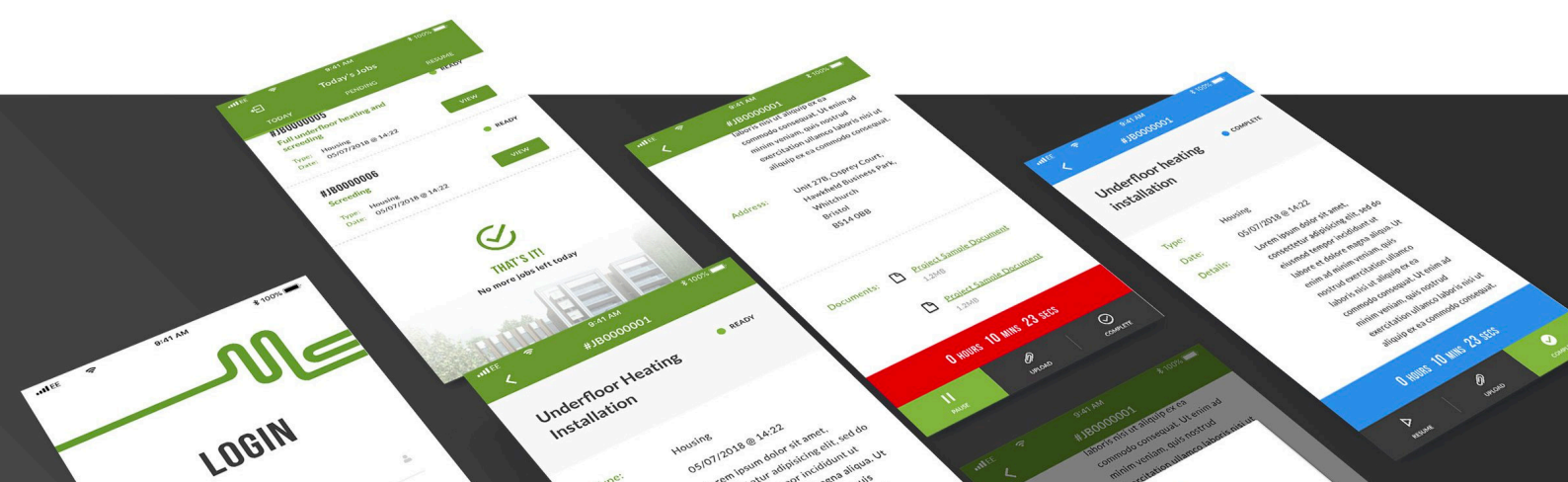
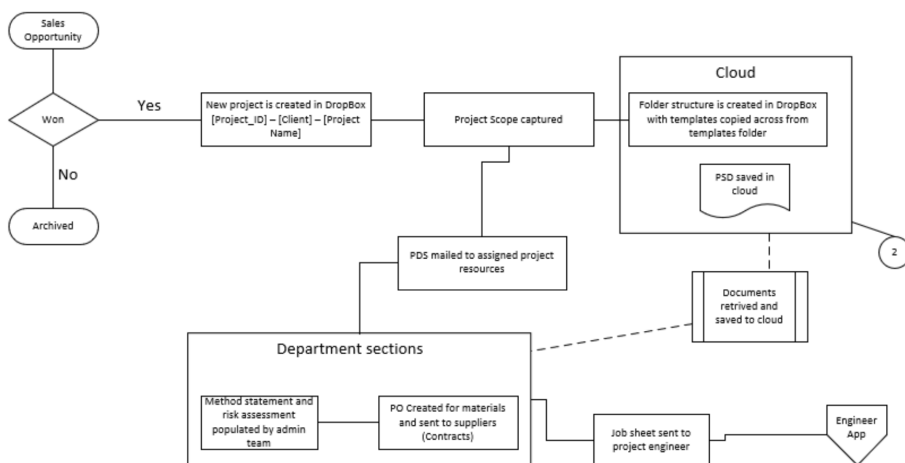
Proven Results

Value Delivered

We provided an easy to use web based CRM which was linked with a mobile App (Android & iOS). Mec-serv moved its whole operational process onto the new CRM system. The Field engineers were provided with the Mobile application so that they get notifications of their assigned jobs and can see the job details and all related files. The job details and progress can be update from their mobile and so the backend team at Head Office are notified real time to progress. The system has made information sharing fast, secure and reliable. Many hours of operational process time which was used to find the information, print documents and send to the team have been saved, making the company more efficient and proactive on their service delivery.

Flow Chart

Solution process identification



If your business needs bespoke software to improve your business efficiency get in touch:

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