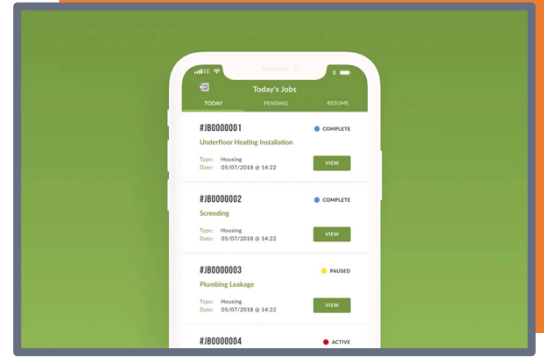




Case Study: Project Quote & Engineer's Mobile App



The Client

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.

Project Overview

Merc-Serv operates UK-wide and at any one time, they have multiple project teams working at different sites. They were facing the following difficulties:

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

Merc-Serv needed a software 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.

Summary

We provided an easy-to-use web-based CRM which was linked with a mobile app for both Android and iOS. Mec-Serv moved its whole operational process onto the new Customer Relationship Management (CRM) system.

Key Points:

Mec-Serv had a number of difficulties with many projects and teams working simultaneously.

Mec-Serv contacted Impact IT to develop an app to collate all project documents into one place for organisation.

A web-based CRM was developed along with a mobile app that links to it.

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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 updated from their mobile and the backend team at head office are notified in real time of 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.

Impact IT designed and developed a CRM system and mobile app for Mec-Serv.



<https://mec-serv.co.uk>

Testimonial

"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