

Case Study

Client: A major multi-national supplier of Industrial and Automatic Doors

Client Business: The supply and service of industrial and automatic doors in a wide variety of applications in the UK and mainland Europe.

Central One Product: A Sales and Service variant of Central One incorporating CRM, Pre-Sales, Sales, Work-team Management, Maintenance Contracts and fully comprehensive Management Information Reporting including:

- Budget and Forecast Reports
- Sales Performance Report by
 - Product
 - Business type
 - Region
 - Salesman
- Labour Reporting
- Sales Trend Report by
 - Product
 - Business Type
 - Labour Cost
 - Transaction Type

All Sales Reports show Quote, Order and Sales Invoice detail

Number of Users: 100

Number of Regions/Depots: 10 fully linked and networked.

Period of Client Relationship: 5 years+

Project Description:

The client had a legacy system that was delivering few business benefits and had become unsupportable. A decision was made to replace the system as soon as possible and Central One was selected as the software vendor.

Due to the urgency required by the client, together, we setup and prioritised an implementation schedule and fast tracked the implementation of a Central One Sales and Service system for the Repairs and Service business division. This minimised the risk and allowed the client to switch system dependency in the shortest period of time.

In the meantime, the client decided to move the sale of new doors from a centralised location to their distributed regional depots. This was a significant change in business direction which involved implementing major new functionality with minimum impact on the existing system.

Today the system has grown to include maintenance contracts, work team allocation, time and attendance, enhanced management reporting and many more modules all delivered with the flexibility and future proofing of Central One.

Central One has provided the client with a sophisticated, powerful and important business management tool that continues to evolve as the client continues to evolve his business.

Client Reaction

“Central One has helped us revolutionize our industrial and automatic doors business. It has allowed us to improve all aspects of the way in which we work, from responding to our customers needs to managing our internal processes and resources. Our relationship with Central One is first class. In many ways we view them as an extension of our own IT department. I envisage that relationship continuing for many years to come.”

Project Manager, Client.