# 2serv supports business growth and delivery of customer service excellence

## CLIENT: INTEGRATING SOLUTIONS LTD

Integrating Solutions Limited (ISL) is a leading independent supplier of desktop and departmental laser printers, multi-functional print devices and peripherals. The company specialises in the provision of bespoke connectivity and print management solutions for corporate, public sector and SME customers across the UK. Headquartered in London's rapidly expanding Thames Gateway, ISL provides high levels of customer support through a national network of service centres across the UK.

### The Challenge

When the business was being set up in 2005 as a professional provider of print management solutions, ISL wanted to deploy effective systems that would efficiently handle service management and accounting workflow processes and provide staff with the tools to deliver the highest level of service to a rapidly expanding customer base. Having a well-managed platform from the start would provide the company with an ideal foundation for growth, help to automate manual processes and ensure that customer SLAs could be met.

### The Solution

A thorough evaluation of the marketplace was conducted to determine the capability and solutions provided by all the leading software suppliers. It was soon clear that Purpose Software was the leading provider of service management software to the copier industry and offered the most effective solution. ISL also liked Purpose Software's friendly and enthusiastic approach to working closely in partnership with customers, giving them the confidence that the system would deliver what was promised.

> "We valued the experience and expertise that was demonstrated by Purpose Software throughout the deployment process. The 2serv system has provided a firm foundation to support our rapid business growth and allowed us to operate in a lean and efficient way to control overhead costs and deliver the highest level of customer service."

**Simon Wassell,**
Dealer Principal, ISL

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**PURPOSE SOFTWARE**

A two-user 2serv system was installed with full integration to ISL's new Sage50 accounting solution and Goldmine CRM system. Purpose Software worked closely in partnership with ISL to ensure that the new service management system was deployed effectively and delivered the management information and reports that would enable the business to run efficiently.

The second phase of the installation was completed 2011 when additional users were added and Capture-IT was deployed to automate the meter reading and billing processes.

This industry-leading solution collects meter readings directly from monitored networked print devices at customer sites and makes the data available to the 2serv system for billing without human intervention delivering significant improvements in efficiency and productivity. The system enables ISL to monitor the machine usage, anticipate the toner requirements of customers and identify problem issues with installed print devices. It has also reduced the incidence of customer queries relating to meter readings.

The 2serv system has also had a major impact on billing as the volume of monthly invoices continues to grow. It has eliminated many of the manual processes that were previously required, speeded up the production of invoices and improved accuracy. As a result, ISL has been able to implement a direct debit mandate scheme which has further streamlined the billing process.

Purpose Software's 2roam application was also installed to enable field service engineers equipped with tablets, smartphones and other mobile devices to access and update 2serv from any location. They can access job schedules detailing planned calls for each day, view detailed information about customers including full service histories and provide real-time job updates that are automatically uploaded into the 2serv system eliminating the need for manual data input.

2roam enables engineers to make more efficient use of their time, increase productivity and create a more professional impact with customers. This has subsequently been enhanced with the addition of mapping functionality to enhance the job allocation process and deliver further time savings.

2serv also enables ISL to manage a pro-active preventative maintenance schedule that has significantly reduced machine downtime to minimise business disruption for customers. In fact, ISL consistently achieves one of the lowest downtime rates in the industry at just 0.3%.

Full training is provided by Purpose Software on an ongoing basis to ensure that all ISL staff derive maximum benefit from the system. The company provides high levels of support including bespoke software development when required. For example, new functionality was added enabling ISL to display service jobs on a large display in the showroom for customers to see the efficiency and transparency of the field service operation. ISL has also added the toner management module which provides an efficient and effective way to control the management of replacement consumables such as toner and ink cartridges.

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*"We got it right first time when we installed 2serv as it has enabled us to operate at the highest level of efficiency across all areas of the business, automating many of the time consuming and inefficient manual processes and optimising our service management and accounting operations. It has helped us to set new standards of professionalism in the industry and allowed us to compete more effectively with larger suppliers. We have also been happy enough to recommended the system to other dealers that we meet."*

**Simon Wassell,**
Dealer Principal, ISL

## Talk to Purpose Software
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