

Capture Imaging upgrades service management system to enhance customer support

CLIENT: CAPTURE IMAGING SOLUTIONS

Formed in 2005, Capture Imaging is North East Scotland's leading provider of document and print management solutions. The company is dedicated to meeting the document solution needs of clients through the provision of 'best of breed' solutions from the world's leading manufacturers of multi-functional copy, print and scan devices.

With clients ranging from major corporations, schools and charitable organisations to small and medium enterprises (SME) Capture Imaging is committed to customer satisfaction and is proud of having one of the UK's highest customer retention rates.

The Challenge

As an existing Purpose Software customer, Capture Imaging wanted to upgrade the CBS system, which had proved to be exceptionally reliable over the years, in order to further optimise workflow processes and increase efficiency across the business.

The Solution

After a comprehensive review of available solutions, Capture Imaging took the decision to stay with Purpose Software and install 2serv, the industry-leading service management application from Purpose Software. It would enable the company to deploy manpower resources more effectively and allow more service calls to be handled.

"Purpose Software's powerful service management software solutions have made a significant impact to the growth of our business by helping to streamline workflow processes and enabling us to provide an even better customer service without requiring additional manpower resources."

Colin Yule,
Director,
Capture Imaging Solutions



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Scott Simpson,
Service Manager,
Capture Imaging Solutions

According to Scott Simpson, Service Manager at Capture Imaging: “Having worked with Purpose Software since 2005, we have been very impressed with their approach to customer support and how they have worked closely in partnership with our internal IT team to ensure that we achieve maximum benefits from the system. In our experience, it is doubtful that the same level of support would be available from other suppliers even if they were able to match Purpose Software’s expertise in the markets in which we operate.”

2serv provides Capture Imaging with rapid access to the latest information relating to customers, contracts, installed devices and service information. It also improves the control of parts and consumables whether in the warehouse, at customer sites or carried as car stock by engineers. Purchase orders are automatically generated to maintain optimum stock levels, eliminate the incidence of double ordering and ensure compliance with customer SLAs.

“In addition, because the 2serv system has been designed from the ground up to meet the specific needs of companies such as ours, it accommodates all our specific needs without requiring costly and time consuming work-arounds,” added Simpson.

The installation include 2room which allows field service engineers equipped with tablets, smartphones and other mobile devices to access and update 2serv from any location. The system generates a comprehensive range of reports that measure performance against key service KPIs such as service and profitability at customer, model and device level.

“Purpose Software’s powerful service management software solutions have made a significant impact to the growth of our business by helping to streamline workflow processes and enabling us to provide an even better customer service without requiring additional manpower resources,” concluded Colin Yule, a Director at Capture Imaging.

 Talk to Purpose Software today on: **01494 523111**

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