

CASE STUDY: Coneworx February 2009



Traffic management company Coneworx operate throughout Scotland from their base at Cleland in Lanarkshire, providing services to utility companies, contractors and local authorities.

The company has grown from 14 to over 40 operatives in less than two years and are supported by an iQ solution developed to meet their requirements from the start.

Coneworx was established in 2006 by Directors George Miller and John Tiffen. They knew from the outset that they needed software to help run a quickly growing business.

Both had experienced the business trauma that the 'paper chase' created in previous employers' daily operations and would not repeat this in their own operation.

The trauma created in those traffic management and plant hire companies had affected client service because of the reliance on 1970's style working practices and failure to invest in technology.

That technology would have assisted the operations and scheduling managers: who used their own memory, dry-wipe whiteboards, desk diaries and spreadsheets to schedule uk-wide mobile businesses.

They had also seen how these companies' lack of control measures lead to significant wastage, an over-stretched workforce and cash flow issues due to a lack of accurate daily information and failure to act decisively.

These mistakes will not be repeated at Coneworx, as iQ provides the ability to reduce information bottlenecks and increase productivity using a larger workforce and full traceability of assets, both owned and hired.

Key to the success of Coneworx is the professionalism and dedication to client service that the management and staff of Coneworx pride themselves on every day. iQ technology helps them get on with that work using real time information without worrying about the 'paper chase'.



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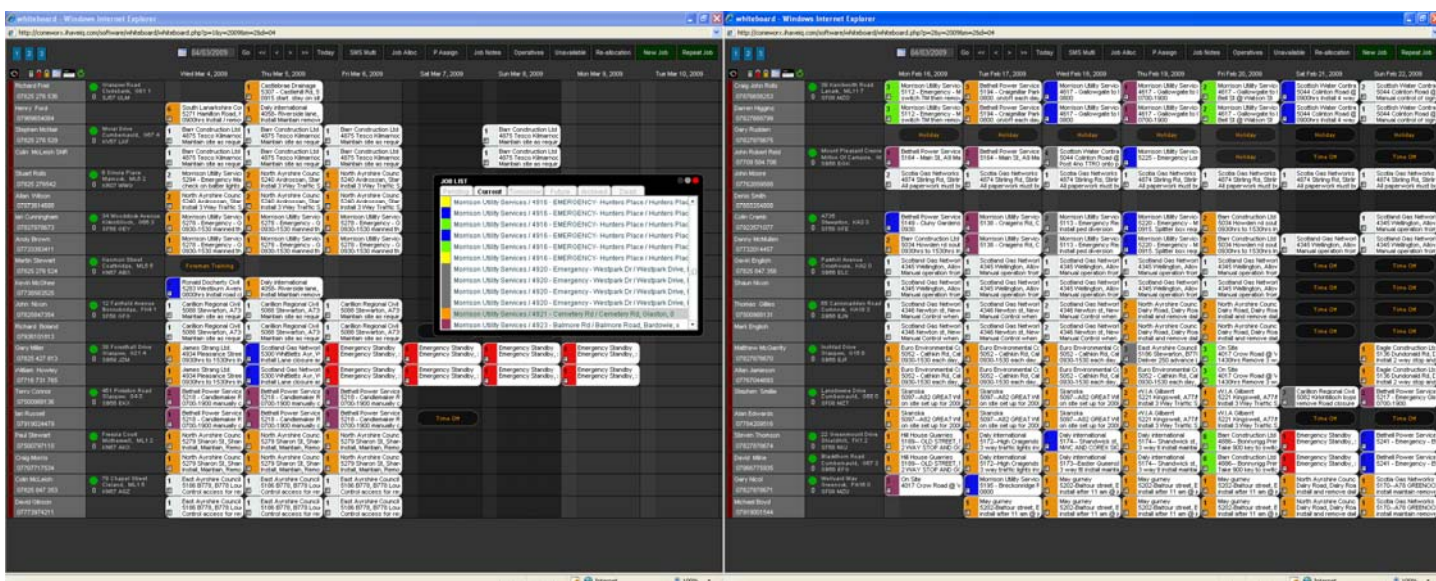


We asked George his thoughts on the experience of iQ so far:

What were the issues?

“The main issues that prompted us to look at iQ were:

- Ease of programming resources via Whiteboard
- Transparency of everything that is happening in the business
- Accessibility to information as the system is web based
- Nothing is missed when invoicing, all resources have to be accounted for.”



The iQ solution

“I bought from QBS due to the simplicity of the system to operate and the pro-active approach they have towards assisting with any issues or alterations you may want.”

What are the benefits?

“The benefits so far are as follows:

- I am confident that every resource we use is charged for
- All users can access all the information on all of the work, this helps if anyone is off sick, holiday etc.
- Has dramatically reduced the amount of paperwork required
- Asset management of hired plant, our vehicles, signs and PPE lets us know where everything is and its repair history
- The Skills module tracks all our training and has scanned copies of certifications in one place
- Can be accessed from anywhere with an internet connection, this is very useful in a business that operates 24/7.”



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Part Tracker

"Before we got iQ's Part Tracker we had no way to record or easily trace our assets or hired plant.

Our plant and equipment movement was recorded on paper and sometimes a spreadsheet, we had no up to date inventory of what was on what site or where it had been or even how much PPE we had given out to everyone.

Were we losing money? To a small degree it's possible, but we had no easy and quick way of knowing.

Part-Tracker is now delivering a huge improvement in our asset tracking, reduced time in the administration of records and cost saving due to us knowing what we have available and so cutting out unnecessary hires.

We now have over 1000 items of signage, plate and hired traffic signals in the system. At any time we can check Part Tracker to make sure nothing has been left on site or if it has, we know which client to invoice for the loss.

Could we survive without it? Probably, but it would not be easy."

Quarterback Systems

"The implementation, training and ongoing support have been nothing less than excellent throughout. Any time we contact QBS the response is immediate and the assistance has been professional and very easy to follow.

I have been particularly impressed by the ability to create an almost bespoke system which is built to follow my business rather than my business having to follow the software.

Was it worth it? Yes, iQ has more than paid for itself in the first few months."

What next for Coneworx?

"The next step for Coneworx is to continue to expand and grow the company to meet the needs of our clients. This may involve opening other depots at key locations to ensure adequate geographical coverage to ensure a consistently high level of service."



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