



Initial Case Study: 2007 - IQ system saved CVD £200k in one year

## Clyde Valley Drilling Limited

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**Diamond Drilling and Concrete Cutting experts, Clyde Valley Drilling, have revolutionised their business with the introduction of a bespoke IT system – ‘Quarterback IQ’ – which is increasing overall efficiency and service levels to the tune of around £200,000 annually.**



Like many construction industry organisations, CVD realised that its manual paper-based systems were proving to be a real barrier in the development of the company.

CVD had reached a level where dated administrative systems were unable to cope with the organisational growth and the demands of clients requiring faster response, accuracy of delivery and evidence of tight job control.

CVD reviewed the entire operation, starting with issues being encountered on a daily basis. Most issues had evolved over time but as the company grew, had become more significant.

### Requirements included:

- Resource allocation used 3 'write on - wipe off' boards
- Existing correspondence, task and quote management software was creaking at the seams
- Losing track of equipment
- Administration processes were labour and time intensive
- No immediate access to information
- Consumable and machine maintenance costs were significant, uncontrolled and could not be analysed

All information was there - but stored in a combination of paper and spreadsheet format, possibly located in the third filing cabinet on the left or, 'ask the Store-man'," commented

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Owen Barrett, Managing Director of CVD.

“Any significant data mining involved an archaeological expedition to arrive at accurate and meaningful outputs, which were out of date before the report was printed.”

CVD management consulted with staff to develop a strategy on the way forward, with the objective to provide efficiency, transparency and control for the growing business.



Three years on, that use of IQ technology and business process re-engineering has delivered significant savings, without changing the way the company operates.

CVD conservatively estimated that the benefits due to reductions in overheads and better control of assets would be in the region of £200,000 per annum. However, this was exceeded in the first year due to

increased productivity and gaining new work through using time and information more effectively.

A post implementation assessment of the 1 year project revealed that, the system delivered almost 100% of the key requirements, with the added bonus that the design and implementation process also refined the company's thinking and the final solution delivered far more than was initially envisaged.



CVD now enjoys digital 'drag & drop' job allocation whiteboards, electronic job sheet reconciliation and integrated billing.

This is supported by a comprehensive document management system, quote tracking and extensive 'one click' management reports on all aspects of business performance.

Quarterback geared the IQ software specifically for a diamond drilling company and

implemented with a minimal training requirement. Critically there was no need to have operatives trained in new technology as all the functionality takes place at administration level.

### **Reduced Administration:**

The digital whiteboard display by itself reduces the administrative burden of job allocation

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from approximately 3 man hours per day to 5 minutes.

**Accurate Real Time Reports:**

Key reports provide real time access to management information to enable better control of the business, including missing job-sheets, valuation report, shift return and comprehensive historical information on which operative attended each job.

**Improved Cash Flow:**

The impact of the iQ system on CVD's business cannot be underestimated. The cost savings generated are significant and the ability to invoice jobs based on real time information has had a significant impact on cash flow.



**Greater Customer Satisfaction:**

Instant access to an e-mailable electronic image of the job-sheet with a customer signature, combined with accurate satellite navigation information, reduced the number of customer disputes often associated with large sites involving a number of sub-contractors.

**Higher Service Levels:**

Information on equipment maintenance has enabled the company to target the training

budget more effectively towards operatives who cause the most wear and tear. This has had a knock on effect on the quality of service provided to customers.

**Increased Management Efficiency:**

Management have more time for business planning and development as they were released from some of the administrative tasks previously required. Staff morale increased as the workflow became more efficient and the progress enabled the company move forward on a number of fronts.

**Increased Profitability:**

These developments place the company in a strong position to achieve its ambitions of doubling turnover and profitability within the next three years and further raising standards within the industry.

“The IT system has taken the company’s entire business strategy and performance to a higher level,” said Owen.

The state-of-the-art, pioneering system integrates plant tracking software, financial systems, satellite tracking, job control, and a bespoke CRM and task management system to maximise efficiency within the company.

We are on track to save around £300,000 this year through the controls and systems introduced by the IT system.

This means we can offer our customers a more competitive and efficient service that can be measured by our web based customer satisfaction tool," finished Owen.

Quarterback's pioneering IT system won CVD four business awards in 2006:

- E-Business Award, Scottish Enterprise Lanarkshire
- E-Business Award, Scottish Enterprise
- The Orange Best Use of Technology in Business Award, in The National Business Awards for Scotland
- Scottish Chamber of Commerce Technology award
- Microsoft Award for Innovation through Technology in Scotland, UK Chamber of Commerce Awards



[www.cvd ltd.co.uk](http://www.cvd ltd.co.uk)

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