



Interim Case Study: 15 March 2008

Diamond Drilling & Cutting Limited

Bladen Street Industrial Estate
Jarrow
Tyne & Wear
NE32 3HN

DDC confidently expect to show a growth of £110,000 in productivity and benefits in 12 months as a direct result of using IQ.



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Diamond Drilling and Cutting Ltd (DDC) was founded in 1998 by its managing director, Ken Ward who has over 15 years experience in the industry and has a strong focus on reliability, quality and cost effectiveness and is now widely recognized as one of the most reputable diamond drilling and sawing contractors in the UK.

Since then, the company has built up its reputation and become the largest in its field in the North East of England, The companies client list includes some well known National and local building contractors and construction companies, local authorities and utility companies.



Services provided by Diamond Drilling & Cutting include:

- Concrete Drilling - Including Diamond Drilling, Dry Drilling & Stitch Drilling
- Sawing - Including Ring & Chain, Wall & Track and Wire & Floor
- Concrete Crunching
- Concrete Bursting
- Brokk Robotic Demolition
- Concrete Floor Preparation
- Wall and Floor Chasing

What were the issues?

As with many growing businesses, DDC reached a point in its evolution where its

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administrative processes were beginning to creak under the strain of the sheer volume of work being generated. Ken Ward picks up the story:
"With 20 operatives out on the road, and over a hundred jobs to allocate every week, our paper diary system was becoming a real challenge. If anything in the schedule had to change, it caused us a few problems.

Ensuring that the right man, with the right equipment, arrived at the right place at the right time meant a lot of time spent on the phone. Because the information was not immediately to hand, sometimes drillers would have to travel back to the yard to pick up equipment, then get back on site, when later we found that we had someone 20 minutes away from the site with the required kit."



iQ solution

These types of issues are not uncommon in the construction industry. However, finding a cost effective solution aimed at sub-contractors like DDC can prove to be a challenge too far. That's where iQ comes in. Ken became aware of the impact that iQ was having on Clyde Valley Drilling Ltd in Scotland. He was introduced to Craig Robertson from Quarterback Systems and an agreement was quickly reached for DDC to become a pilot site for iQ.

What are the benefits?

The system is now fully implemented and has had a dramatic impact on the company as Ken explains:

"We have seen many benefits from using the new system. The most significant ones would have to be:

Reduction in administration costs

We have been able to reduce our admin staff by 1½ posts as a direct result of the efficiencies brought about by the system. Our paper costs have also reduced by replacing the paper systems with electronic equivalents.

Control of equipment

Diamond drilling equipment is expensive. The Part Tracker module gives us a clear picture of where our equipment is at any given time. This industry is practically minded and so the ability to scan equipment in and out is preferable to a paper based system. I have not seen any other asset system as good as Part Tracker



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Control of equipment and consumable costs

We are now able to exert greater control over our equipment and consumable costs. The system has enabled us to analyse them better to identify issues, which we are now able to address through training, alternative suppliers, etc.

Better management information

We now have a range of up to the minute management information, which was previously unavailable or time consuming to generate.

Released management time

Before the system was in place a lot of management effort went into sorting out administrative problems. That effort has now been redirected into growing the business.

The cost of putting in iQ has been money well spent. It paid for itself immediately in direct cost savings and, along with the other benefits identified, has proved to be extremely good value for money."

At the end of the first year, DDC confidently expect to have added £110,000 to their profits as a direct result of using IQ.

Quarterback Systems

The software is only one part of any system implementation. As important, if not more so, are the people who actually do the implementation. Business is littered with examples of good software, implemented badly. Quarterback knows the value of meeting the needs of its customers. Some of the words used by DDC to describe Quarterback throughout the project are:

"Proactive" "Good to deal with" "Always very helpful"

When asked if they would recommend Quarterback Systems and iQ, Ken Ward answered ***"Undoubtedly, yes"***

What next?

DDC are planning a "controlled progression in line with the overall business plan". iQ has given the company a stable platform to cope with the planned for increase in business and, alongside a responsive supplier in Quarterback Systems, the future is looking good for Diamond Drilling and Cutting.

www.diamonddriller.co.uk



**SERVICES:
FLOOR PREPARATION**

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