



*water and environmental
management ltd*

As a premier provider of water and environmental management services, Ion has a wealth of experience in managing, servicing and maintaining water services for a wide variety of customers, from international financial institutions, hospitals and leading property organisations.

Founded in 1996, Ion has been synonymous with water and environmental management and provides consultancy, management, administration, supervision, planning, operation, servicing and repair of all water and environmental services associated with buildings and properties.

Client success is of paramount importance to Ion and, they contribute to their clients' success by utilising vast experience and specialist skills to deliver maximum value on every occasion through services, materials, quality of work, specifications and programmes and progress of the works .

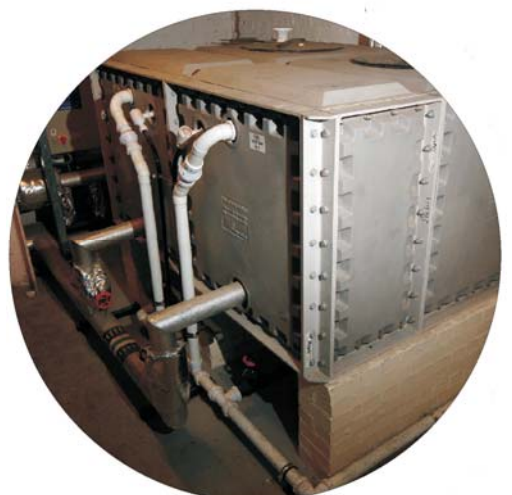
Ion guarantee total professionalism and integrity combined with an innovative culture that is receptive to change and that is why the company looked at an iQ solution.

We asked Managing Director Paul Harris his thoughts on iQ so far:

What prompted Ion to look at iQ?

"ION always moves forward and has grown to dominate our market by quality of service and service innovation. We knew we needed to create more value for our clients and introduce more process efficiency throughout the company.

We had looked for a solution but nothing had really met our requirements, because we wanted a system that would adapt to Ion rather than the other way around."



CASE STUDY: ION Water & Environmental Management Ltd March 2009

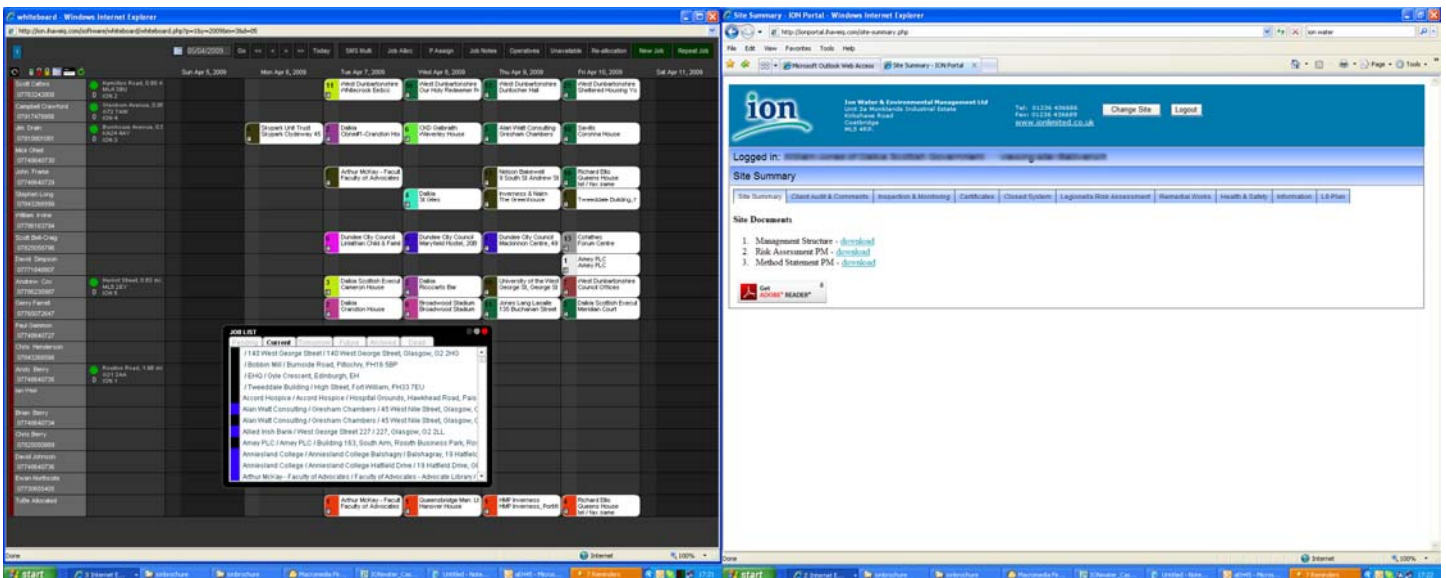


Why did you buy an iQ system?

“After attending a Scottish Enterprise seminar where Quarterback were presenting we talked to Craig and Owen and immediately thought that a version of iQ customised to our needs would benefit us greatly.

We could become almost paperless, schedule with an electronic whiteboard, offer an electronic log book to our clients and reconcile over a thousand service visits a month.

Our site paperwork could be available to clients online and so create associated benefits; reducing time spent creating reports and producing sample certificates. It was an easy choice.”



What are the benefits?

“We have seen many benefits so far including the creation of an electronic log book which enables all of our clients to securely access their site documents online through a internet portal website.

Quarterback have built Ion an easy to use database system to store and send electronic certificates for legionella sampling.

They also built a bespoke online quote generator and for us have successfully produced a way to repeat schedule our L8 site visit planners.

The online log books are a fantastic marketing tool for Ion which will help us grow our business, because we are leading the way within our industry and our competitors do not have this capability.”



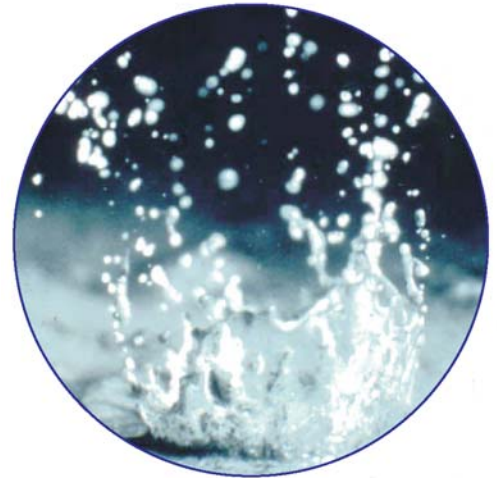


How was the implementation and training?

“Excellent, they worked with us and the benefits were immediate - at every stage Quarterback’s iQ system has added value to our company and enabled us to extend the benefits to our clients.”

Will iQ help Ion in the future?

“We are moving to equip all our operatives with iQ handheld PDA jobbooks, which will enhance the electronic log books and greatly reduce the daily paperwork and administration of our business.”



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