

# Enlightening businesses through technology

Satisfactory is never enough – outstanding results are the only results...

**F**ast Key Services (FKS) is a small family owned company with 12 employees. From their location in Essex, they work hard to provide exceptional customer service selling and shipping replacement keys and locks on a same-day basis for office furniture. In their 10 years in business, they have grown four fold.

As the business grew, the firm's technology struggled under the increased workload. FKS needed a technology that was fast enough to quickly process large numbers of transactions, yet robust enough to be used as a CRM (Customer Relationship Management) tool.

## Help wanted

Marc Narbeth, Director of Fast Key Services, knew they needed help and was searching the internet when he came across the website for Pipalia IT Consultants. What he read prompted him to call and set up an initial meeting. At this meeting, Marc described the technology troubles FKS had been experiencing and as it became clear that Pipalia had a good understanding of the true problem, they came onboard to solve FKS' technology dilemmas.

***'When a client calls the solution, Pipalia develops 'their system', that is our greatest satisfaction'***

Pipalia IT Consultants began with an assessment of the existing system and, working closely with the staff at Fast Key Services, a customised system was designed around their requirements, the key features included:

- A modular approach to handle invoicing – instead of having one huge database with all the customer,

supplier, and invoice information, the information was categorised and stored separately. The result was giant gains in system performance and processing speed;

- An intelligent pump – this changed the way data moved through the system. Rather than all data being pumped every time, only changed data would be pumped. Less data moving translates into faster and more accurate processing;
- The Pipalia CRM tool – quickly and securely managed sales and purchase order processing, inventory control, and customer and supplier details and activity. This tool is collaborative and scalable, and can create customised reports;
- FKS Website – After a complete redesign of their website, it is now based on Pipalia CMS (Content Management System). This resulted in 500 active customers within 5 weeks;
- Lotus Domino Express – all of FKS' email, calendaring, and CRM applications under one roof, reduced spam expedites order handling and virus protection keeps the system safe.

After just three months, parts of the system were up and running. All told, the project took 12 months to complete.

## The end result...brilliant!

Marc Narbeth is very pleased with the design, speed and functionality of the new system, and he is not the only one. An employee from Fast Key Services' accounts says: "It makes my life quite easy. I can quickly see who is on stop, send them letters, and record activity on their account." And there are concrete numbers that reflect the astonishing improvements to the system:

- Sage pump from three to five hours, down to 20 minutes;

- Monthly invoice creation for all customers invoiced monthly (Batch Invoicing) from one to two days down to less than 60 minutes;
- Staff can access information and accomplish tasks without assistance, as knowledge is now shared through a structured system;
- Administrators can now easily make changes through the configuration documents.

This is what happens when a system is created and fine tuned to meet all of its business objectives, while at the same time allowing everyone to work in a way that is productive, natural, and comfortable.

When a client calls the solution, Pipalia develops 'their system', that is our greatest satisfaction.

Pipalia IT Consultants started trading on 1<sup>st</sup> January 2005, with the aim of developing quality dependable products and providing exceptional service at an affordable rate to their customers. They specialise in developing people oriented applications using IBM Lotus Notes and Domino. If you feel you can benefit from working with Pipalia, just give them a call to find out how they can be of service.



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