



KEY

solutions in computing

Testimonial

BJB Lift Trucks Limited

“Customer service is enhanced, bottlenecks are eliminated. We have grown and are comfortably handling more business, without the need to employ more staff. Sales have increased by 86%.”

Managing Director, BJB Lift Trucks Limited



Enterprise

Case Study

COMPANY BACKGROUND

BJB Lift Trucks Limited is a materials handling company based in Grimsby. Established over 25 years they are a leading agent for CAT forklift trucks.

After 17 years as a successful forklift trucks sales, hire and service business, BJB was prospering externally however internally their paper based administration system could not cope with increased demand. Bottlenecks had intensified and the company needed to take action.

THE KEY SOLUTION

The Managing Director knew it was time to act and having already viewed the Key Service Management System some time earlier, he decided to take a closer look.

Key Service Management Software was installed and now handles all aspects of administration for the company and integrates with their Sage accounting system.

RESULTS

Information is centralised by Key Software, allowing comprehensive reporting of profitability of contracts at the touch of a button.

Standard processes are easy to follow and bottlenecks do not occur.

Work in progress has been reduced and customer service improved.

Invoices are sent out more efficiently improving cash flow.

The company has taken on more business without increasing staff numbers at the same rate as before. Productivity has increased significantly.

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