



KEY

solutions in computing



Testimonial **Cameron Forecourt**

“The Key system stands out in the marketplace because it is modular, flexible, powerful, cost effective and seamless to integrate.

Key impressed us because they wanted to understand our business, they were interested in selling a solution that would help our business rather than simply selling a box!

The Key system has improved our operational efficiency and provided managers with very valuable information to help achieve our plans for further growth.”

Operations Manager, Cameron Forecourt Ltd

Alpha

Case Study

Company Background

Cameron Forecourt Ltd supply, install and maintain tanks, pipe work, gauging equipment, pumps and associated forecourt equipment. An established player in the market, they employ approximately 40 Service & Installation Engineers who provide regional coverage. The Head Office is based in South Yorkshire with a further office in Hampshire.

Cameron Forecourt were looking for a system that would help them to increase efficiency, streamline processes, provide valuable information and most importantly that would grow with the company.

The Key Solution

Cameron Forecourt reviewed a range of systems available on the market and chose the Key Alpha solution because it represented the most powerful and cost effective system, that would be seamless to integrate and offered the best value for their budget.

Particularly important was the modular nature of the Alpha Service Management System which enabled the solution to be tailored to Cameron Forecourt's needs and ensured that the Management team are able to add modules as they grow, providing a flexible solution.

Results

Alpha has focused and organised Service Desk activities, helping to improve scheduling and hence productivity. Through use of the Alpha system processes have been formalised, enabling greater consistency and therefore efficiency.

Customer enquiries are now handled quickly and effectively as operatives have access to all the relevant information and can record and action activities whilst on the telephone. This has helped to increase the quality of the service Cameron Forecourt offer and further improve their professionalism and competitive advantage.

The management team benefit from the information collected and analysed by the system, this data helps them to make better business decisions and identify key areas to focus on to achieve further growth.

Key, project-managed the seamless transition from Cameron Forecourt's old system to the Alpha system and set up an interface with their Sage accounting system to reduce administration and increase efficiency.

Cameron Forecourt have found that they have been able to cleanse their old data and that the Alpha system now helps them to maintain an up to date and valuable database.

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