



KEY

solutions in computing

Testimonial



“Things are so much quicker and efficient now.”

Mark Robinson, Service Director, HFT

“The Key Software has been a major factor in the way the company has built and controlled business.”

Carol Crawford, Director, HFT



Enterprise

Case Study

Company Background

Established in 1984, HFT Limited is a successful Nissan forklift truck dealership based in Hereford employing approximately 48 staff.

As HFT's business developed, customer demands increased in areas such as: rental & service deals, chargeable and non-chargeable activities, and engineer response times. In order to improve business processes to meet customer demands, HFT adopted Key Service Management Software.

The Key Solution

Key Service Management Software was installed to standardise and streamline processes, schedule engineering time, manage service work, and improve cost control. The Key Service Management Software proved a success and HFT have since upgraded to Key Service Manager for Windows.

Results

Every piece of equipment is now tracked, all service calls are monitored and information is centralised for easy access.

Following the initial installation profitability skyrocketed from the increase in internal efficiency and lower headcount as the company grew.

Director Carol Crawford feels that Key has helped the company retain customers and keep a competitive edge, as HFT are now able to offer very high quality service packages with every contract.

The upgrade to Key Service Manager for Windows was a welcome development as its ease of use has allowed everyone get on board and use the system to the full.

Integration functionality means service schedules can be set-up and managed easily, information can be analysed, and reports and quotations generated within seconds.

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