



KEY

solutions in computing

Testimonial

“The Key solution forms an integral part of our operating platform in terms of its ability to account for and manage our commercial activity. The system provides valuable management information that we regularly review in order to determine performance, efficiency and profitability levels.

As a result of the wide range of software solutions available from Key, we have developed and upgraded our system in order to accommodate the changes we have made to our business model. Clearly, this flexibility enables us to swiftly react to market, economic and legislation change.

We are confident therefore, that the Key Alpha system will ultimately help us to achieve our ambitious growth forecasts moving forward.”

Steve Tilling, Commercial Director, The Compact Group



Alpha

Case Study



COMPANY BACKGROUND

Compact Fork Trucks Ltd provides materials handling equipment and service solutions to its local business community in the West Midlands.

A Komatsu forklift truck distributorship and STILL refurbishment specialist, the company started in 2000, employs approximately twenty people and has established a strong customer base and growing market share.

During the past few years, Compact has enjoyed rapid organic growth. As the business developed, the directors of the company identified the need to strengthen their operational platform by introducing new processes and systems.

THE KEY SOLUTION

Compact was aware that Key Alpha was being widely used in their industry sector and that the software had a good reputation. Although Compact explored alternative software solutions, Key Alpha was the company's preferred choice because of its proven ability to deliver tangible results.

Alpha software was predominately introduced to increase accountability levels with service and maintenance records, spare parts, fleet assets and to provide management information.

RESULTS

Paperwork and administration has been greatly reduced, standard processes and systems have been introduced and efficiency and operational transparency has increased.

Alpha helps Compact to manage a large number of aftersales records, schedule customer work and examination tests and coordinates short and long term rental truck activity.

As new HSE legislation has been introduced, the system has been developed for compliance purposes without the need to increase resource or workload.

Management information has enabled the business to analyse margins, reduce its cost base, enhance customer service levels and most importantly, increase profitability.

Alpha works alongside Sage Line 50 thus providing a seamless interface between the company's operating systems which has helped to increase accuracy and efficiency.

Compact has continued to increase its turnover and profitability. Where changes have been made to the company's business model, additional modules of the Alpha & Enterprise software solution range have been integrated to support the needs of the business.

TELEPHONE

+44(0)1942 261 671

EMAIL

info@keycomputers.co.uk

WEBSITE

www.keycomputers.co.uk



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