



Dear potential customer,

Regardless of business sector, we help your business grow and compete by reducing administrative burden, improving customer satisfaction and becoming more efficient.

Interestingly though, we do all this with something as simple as pen and paper.

Ubisys was formed in 2004 and has rapidly become a leading service provider and integrator of Anoto based digital pen and paper solutions. Based near Leeds, we have clients all over the UK in every business sector and almost every vertical.

Working in partnership with mobile operators, software vendors and resellers we extend the use and purpose of Digital Pen and Paper to its limits by developing bespoke applications and databases. Our solutions deliver immediate benefits and high levels of ROI in relatively short timescales.

If you want to know more, don't hesitate. Call today.

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Customer Case Study





TIME IS MONEY.



HOW A UBISYS SOLUTION HELPED MITTON AFTER CARE STREAMLINE THEIR OPERATION, IMPROVE CUSTOMER EXPERIENCE AND SAVE MONEY.

ABOUT

Mitton is one of the country's leading independent building service specialists. They have the in-house capabilities to operate nationwide on contracts ranging from straightforward refurbishment projects through to complex nationwide multi-site operations with demanding time schedules. Mitton employs more than 80 field engineers-all CORGI registered-as well as control engineers and commissioning engineers specialising in commercial heating, plumbing, ventilation and air conditioning installations.

Mittons Aftercare division operate from their Bradford HQ and have regional centre's in Northampton, Swindon & Livingston and deliver their clients a 365 day 24/7 service.

AT A GLANCE

- 32,000 TIME SHEETS COMPLETED P.A
- COSTLY DELAY IN RETURN TO OFFICE
- DIGITAL PEN DEPLOYED TO 89 USERS.
- IDEA TO DEPLOYMENT - 1MONTHS.
- SAVINGS REALISED AFTER 3 MONTHS.
- TRAINED TO ADMINISTER AND SUPPORT
- DEPLOYED OVER THE O2 NETWORK
- SERVICE HOSTED BY UBISYS

"32,000 time sheets took too much time! .."

THE BUSINESS CHALLENGE

Each engineer attends and completes around 6 jobs per day at various customer locations. On completion of the day their Time Sheets were completed for accurate billing and then collated and faxed back to Head Office for processing of invoicing and payroll. Although trained to send Time Sheets back by fax inevitably engineers sometimes lost completed sheets or forgot to send them completely. This led to Mittons being unable to correctly bill for work and worse still to not accurately pay the engineers for work done. Mitton knew they needed a more reliable, cost effective and speedy method of getting time sheets back to Head Office for processing.

They needed a solution that would;

- Eliminate the loss of time sheets in order that every piece of work could be invoiced accurately.
- Drip-feed time sheets in to the office to enable them to be processed more efficiently rather than batch.
- Have no or limited training requirement for the end users.
- Be easy and simple to use and manage.

"IT JUST WORKS! ITS RELIABLE, EASY TO USE AND FIXES THE ISSUES WE HAD "

THE SOLUTION

As an O2 Regional technology Partner, Ubisys worked with O2 account managers and Mitton to propose and deliver new phones and digital pens set up and ready to use.

Now time sheets are completed with a digital pen and immediately sent back via the mobile phone to the Ubisys service where electronic versions are immediately generated and emailed to Mitton for processing. Stage two of the deployment will see more forms and integration of handwriting conversion in to core systems.

This solution provides

- PDF of time sheets arrive in seconds.
- Efficient and streamlined influx of time sheets.
- Fax no longer required reducing costs.
- Engineers can focus on Jobs and not paperwork.
- Reduced costs.
- Reduced storage of paperwork.
- Development opportunities and flexibility for extension to other forms and direct data integration.



CUSTOM SOLUTIONS

Ubisys understands not all businesses work the same way. Our goal is to provide our clients with the services they require to realise a fully working and integrated solution that works within their existing business processes and applications.



EASY DEPLOYMENT

Formidable is an easy to use and simple to manage Digital Pen and Paper platform. Either hosted by us or locally installed, you can access the system securely from any Flash enabled web browser.



SUPPORT

When its in, working and delivering the benefits we agreed up-front, our support service will ensure any issues, no matter how large or small, get fixed quickly.

