ubisys

Rewriting the rules of mobility

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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Anoto

ANOTO PLATINUM PARTNER

Customer Case Study

THE GRITTING COMPANY

COLD MORNINGS!

HOW A UBISYS SOLUTION HELPED 'THE GRITTING COMPANY' IMPROVE THEIR INTERNAL PROCESSES AND CUSTOMER EXPERIENCE

ABOUT

The Gritting Company is a division of JW Crowther & Sons, a nationwide successful plant hire business based near Leeds. They provide a bespoke gritting service during bad weather and their regular clients include: National Supermarket Chains, Retail Outlets, Shopping Complexes, Hospitals, Factories, Property Maintenance Companies MOD sites and car manufacturing plants. Each service is tailored to the specific requirements of every customer and with its fully maintained fleet of large and small capacity vehicles and 70 field based personnel across 50 depots, they are ready to serve 24 hours a day, 7 days a week. They guarantee to provide the very best in service and remain highly competitive.

AT A GLANCE

- 13,000 JOB SHEETS PER SEASON.
- COSTLY DELAY IN RETURN TO OFFICE.
- DIGITAL PEN DEPLOYED TO 60 USERS.
- IDEA TO DEPLOYMENT - 2 MONTHS.
- SAVINGS REALISED AFTER 5 MONTHS.
- CUSTOM BUILT CUSTOMER PORTAL.
- CUSTOM DEPOT SCHEDULE SOFTWARE.
- TRAINED TO ADMINISTER AND SUPPORT.
- DEPLOYED OVER THE O2 NETWORK.

"13,000 valuable job sheets needed better than fax.."

THE BUSINESS CHALLENGE

During its gritting period, The Gritting Company complete nearly 13,000 paper "job sheets" creating a significant administrative burden which was both costly and difficult to manage.

Job sheets were printed at HQ and then faxed to the local depots. The drivers would then visit the sites, perform the gritting service, complete and sign the job sheets which were then faxed back to HQ each morning for re-keying into the client invoicing and management system.

The Gritting Company wanted a better solution, one that would provide more regular updates, automate much of the data entry and most importantly, be suitable for the drivers. They needed a solution that would;

- Allow customers to see at a glance which of their jobs were completed.
- Give the local depots flexibility in arranging and scheduling their own workload accordingly.
- Ensured all job sheets made it back to the office.
- Integrated into their core customer service application.
- Was easy to use.

"UBISYS PROVIDED A TOTAL END TO END SOLUTION THAT'S PAID FOR ITSELF"

THE SOLUTION

In the spirit of partnership, The Gritting Company and Ubisys set about designing a Digital Pen solution that would meet the needs of the business, customers and users alike. Technically the solution now means that jobs are sent electronically to specially developed software at each depot, after which scheduling manipulation is possible according (if required) due to volatile conditions. The job sheets are then printed locally and given to drivers.

Job sheets are completed with a digital pen which are then sent via a Nokia mobile phone over the o2 network to the Ubisys Formidable software located at their Head Office. The job sheet data is then converted to XML, a PDF produced and the local application (called 4D) and purpose built customer portal updated.

- PDF of job sheet arrives seconds after each job.
- Database automatically updated.
- Customers able to have an almost real-time view of the status of their jobs.
- Faxing between depots and HQ no longer required.
- Re-keying of data reduced by 95%.

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

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