

# A Lindenhouse Case Study

## Technical Signs



### The Client

#### Signage and Architectural Metalwork Specialists

Technical Signs have been established for seven years, their workforce brings more than 30 years experience of manufacturing for all types of signage and architectural metalwork. Their manufacturing plant in Watford, Hertfordshire is equipped with the latest technology and they are at the forefront of product design. They have a varied range of clients from large restaurant and clothing chains to small independent businesses. Amongst them are clients such as Pizza Express, M&S, Vodafone, O2, Ask Restaurants and Pizza Hut.

### The Challenge

#### A Paper Mountain

The processing of a job involves input and paperwork from various departments' i.e. construction drawings, colour visuals, quotations etc; each stage of the process creates large quantities of paper and various revisions before it reaches the manufacturing process.

**"Before Invu we had to sort out all our paperwork manually and create a Job Bag for each order. This would contain all the information relevant to the job but we often had the situation where it did not contain the correct information and we would have to hunt around the office for it."**

Andrea Kelman Office Manager

They knew there were major problems, both with the document management and manufacturing processes. A decision was made that the paper trail problems had to be resolved before any manufacturing package was put in to place. They looked at several systems before choosing Invu.

**"We were recommended Invu by word of mouth. It seemed the best choice for us as we could manage part of our**

**manufacturing process through Invu's workflow module and we had all the benefits of any easy to use and affordable document management system."**

Andrea Kelman Office Manager

Invu partner, Lindenhouse Software of Cambridge installed the software and configured the workflow system. Lindenhouse are now in their fifth year of trading and are the world's largest distribution partner for Invu. They have recently announced a strategic long-term alliance with Quay Software believing that by working together to deliver systems that optimise back office efficiency, they can provide considerable cost-savings to practitioners within the Financial Advice industry.

### The Benefits

#### Instant Access to Information

**"Using Invu has helped us a lot. Whatever information comes in goes straight into Invu where it is easily accessible by all. It's so easy to find stuff. Now when clients ring in with a query we don't have to ring them back later with a response. We have the information to hand and can answer the entire query immediately."**

**"Another area it has helped us in the processing of Sales invoices. Before Invu we were often one month behind when invoicing and jobs were missed and dropped in to the following month. We are now signing off invoicing by the 10th of the month, due to information being available and missed jobs are now at a minimum. Financially it has helped us immensely."**

Andrea Kelman Office Manager

Technical Signs have been using Invu Professional Series 250 since May 2003.

### About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is focused on document management solution provision and develops bespoke software to provide integration to all insurance and financial services back-office systems and to practice management systems in both the Accountancy and Legal sectors. Lindenhouse have installed 1700 document management systems to date and are rightly proud that it retains 95% of its support contracts – a testimony to the dedication and professionalism of the company's technical staff and help desk.

For more information, please contact Mark Woolley at Lindenhouse.

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