

INVU: CASE STUDY

• 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.

SORTED