

Panacea makes a splash at AP Chant heating & plumbing



Microsoft Desktop Engine (MSDE), Windows XP Pro & Office XP Pro for ERP, CRM and business intelligence implementation.

Benefits

As one of the the UK's leading, service-based systems integrators, Panacea implemented a solution to provide AP Chant with the following business benefits:

- *Considerable cost savings made by eliminating the need for additional admin. staff.*
- *Better resource management through improved utilisation of servicing crews.*
- *Radically improved customer responsiveness through much greater visibility.*
- *High scalability provides the option to expand all or part of the functionality for future contracts.*

Company overview

AP Chant is a Dorset-based, engineering company who provide specialist plumbing and heating services to housing associations.

Situation

AP Chant needed a way in which they could systematically process ad hoc data supplied by the housing association, allow them to extract up-to-date information to record operational costs and finally, provide the housing association with secure access to their data when queries are raised by tenants.

Solution

The solution consisted of combined finance, customer relationship management (CRM) and business intelligence (BI) components built on Microsoft's cost-competitive Desktop Engine (MSDE) - a data engine based on core SQL Server technology.

Outcome

Significant benefits have been achieved by AP Chant including considerable cost savings, better resource management and greatly improved customer responsiveness.



Microsoft

Panacea Ltd in association
with Microsoft Corporation.

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CASE STUDY

// Panacea's expert consultancy, software development and implementation skills along with an established relationship with a world-class vendor, successfully helped AP Chant to fulfil its business goals, enhance its internal operations and improve its levels of customer service. **//**



Core business

As an engineering company who provide specialist plumbing and heating services to housing associations, a major part of AP Chant's business is centred on the service, maintenance, repair and annual safety inspections of heating systems for over three thousand households over a large area of the county.

Critical operations

The efficient scheduling of annual safety inspections and servicing is a critical business operation for AP Chant since many of these tasks could be undertaken during the summer months to allow breakdowns and emergencies to take priority in winter.

Firstly, AP Chant needed a way in which they could systematically process ad hoc data supplied by the housing association.

Secondly, they needed a system that would allow them to extract up-to-date, accurate information to record operational costs to ensure accurate billing.

And finally, they needed to provide the housing association with secure access to their data when queries are raised by tenants.



World class partner solutions

Based upon AP Chant's business needs, Panacea engineered a solution that would enable them to operate more efficiently and provide increased profitability while, at the same time, maintain the same high levels of service to tenants. It consisted of combined finance, customer relationship management (CRM) and business intelligence (BI) components built on Microsoft's cost-competitive Desktop Engine (MSDE) - a data engine based on core SQL Server technology.

The solution now provides AP Chant with full job scheduling, automated generation of job sheets, job tracking, appointment tracking and an extensive database of all household inventory details including tenants' names, appliances and servicing history.

A secure Internet-based interface also provides the housing association with access to the new system.

A detailed financial reporting system provides information of work carried out with associated costs while a metrics module provides details of performance relating to responsiveness to servicing different types of clients, e.g. the very old or the very young.



If you'd like further information or a more detailed account of this project, please telephone Panacea on 01256 30 50 50 or e-mail enquiries@panacea.co.uk



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