



Transputec Development delivers
Excel Security Business Application



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Who are Excel Security?

Excel Security was founded in 2002 to fulfil a niche requirement of supplying a locksmith and boarding up service on a nationwide basis. Its team of qualified locksmiths and carpenters are strategically located throughout the country to provide a speedy response and cost effective solution that operates 24 hours 365 days a year.

The scale of Excel Security's operations ranges from a rapid response lock out to a booked in maintenance visit. Its customer base crosses several sectors, including insurance companies, facilities management, the utility industry, retail, hospitality, healthcare and commercial.

What challenges has Excel Security faced?

Excel Security's process for raising job orders had become slow and labour intensive and was prone to error and duplication. Job orders are created by customers and staff to the relevant users and processors.

With increasing numbers of jobs coming in, Excel Security needed a system that could cope with growing volumes. The process required multiple data entry, and didn't provide a single overview of the business data. It had become somewhat error prone and resulted in duplication.



What is the role of Transputec?

Excel Security approached Transputec with a brief for a streamlined, efficient online system that could also be accessed by engineers attending sites across the country via a mobile App. Transputec worked with their staff, customers and engineers to develop a bespoke online task management portal that could be used on Android, Ios (Apple) and Windows mobile platforms.





What are the benefits of the service provided by Transputec?

"We started seeing the benefits of the online task management portal immediately. The system is improving cost efficiencies and streamlining processes by saving employee time and providing accurate live reporting and prioritisation of jobs across the business. It is saving us around 40 man hours a week. The product is tailor made for our operation. It's quick and simple to use for our team of qualified locksmiths and carpenters who need to provide a speedy response to our customers. It can also be accessed by locksmiths and carpenters via a mobile App.

"All job orders are accurately recorded the first time and internal users and remote engineers can process them efficiently. The portal also automatically updates our entire system with new data, thereby reducing data processing time, errors and providing up-to-date information to staff, engineers, management and customers. It gives us back the time spent chasing paperwork, avoids duplication and provides accurate live reporting – something that our customers were very keen on. They are delighted that they can now view job tracking information online."

Kevin Burton
Excel Security Director

An aerial photograph of the London skyline at dusk. The city is illuminated with warm lights from buildings and streets, contrasting with the cool blue tones of the twilight sky. The Gherkin (30 St Mary Axe) is a prominent feature in the center-right. A large white rectangular box is overlaid on the left side of the image, containing text.

What is the relationship with Transputec?

“Transputec really got under the skin of our business to develop this tailor made product. We are a growing business and this portal was developed with our future ambitions in mind. The new system has huge capabilities and can be used for other areas of our business. As we grow, this sustainable bespoke platform will grow with us.”

Kevin Burton
Excel Security Director



Would you recommend Transputec?

"A very big 'YES.' They are professional and also very personable. Like our business, they are always on – 24/7 which is important for me and my team. We need to know that someone will be available should a problem arise – whether that's at midday or midnight and Transputec are always at hand to give us the answer or solution we need, no matter what the time."

Kevin Burton
Excel Security Director



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Transputec House

19 Heather Park Drive
Wembley
London
HA0 1SS

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+44 (0) 20 8584 1400 (**Enquiries**)

+44 (0) 20 8584 1440 (**Support Desk**)

+44 (0) 20 8584 1321 (**Support Fax**)

For more information please visit www.transputec.com