



## SMC Project Services Ltd.

### Connected Navigation improves business significantly

SMC have managed to improve the efficiency of their business, save time and reduce costs with Connected Navigation – Fitters have less trouble with completing time sheets, the finance department provide faster onward billing, which improves cash flow, and fleet insurance is cheaper due to the increased security of having all their vans tracked by TomTom WEBFLEET.

Shop fitting contractor for UK and Ireland

#### The company

SMC Projects are a shop fitting contractor based in Somerset, they deliver projects such as shop maintenance contracts and also total shop refurbishments throughout the United Kingdom and Ireland.

With a workforce of 16 fully qualified shop fitters and five vans in their fleet, SMC are a well established company who have gained an excellent reputation for their high quality refurbishments. Project management of extensive rollout programs is a large part of SMC's business; therefore details such as tracking and delivery information are extremely important which need to be to hand at a moments notice.

Replace manual time sheets to speed up invoice procedure

#### The challenge

SMC needed a solution to replace their outdated system of manual time sheets. The main problem was that time sheets were often handed in late, partly incorrect and almost always difficult to read, which took a lot of time and work to 'decrypt' and left the process open to errors "We wanted to speed up this procedure as it could potentially lead to late onward billing to customers and affect the cash flow." Commented Sarah Rickard, Financial Controller.

A more automated solution which could help ease the problem so that fitters could be freed up from unnecessary admin, which in turn would provide more accurate time sheets. The timesheet information could also be integrated into their system without the need for re-typing, saving time for both the driver and those at the office.





### The Solution

In August 2006 SMC decided to implement the Connected Navigation solution from TomTom WORK, and had the system up and running within a few weeks.

“TomTom WORK’s Connected Navigation provides us with more efficient administration of the driver’s time sheets. No mistakes and no decryption work is needed for in what was once a simple but time consuming task. It makes our daily business a lot easier. The system now allows time-keeping records to be quickly updated and accessed, which means we can invoice customers without waiting for the manual time sheets to come in.” Sarah says, clearly happy with the time savings that TomTom WORK has brought to her daily duties.

Recovered stolen van with TomTom WEBFLEET

“The new system is great, it not only eases our workload, but it actually saves us money. The easy communication between office and driver is gradually being used more and more, which is encouraged as there is no limit to usage. The immediate benefit is that the insurance is cheaper for us due to the tracking facility. In the past one of our vans was stolen, and with the help of TomTom WEBFLEET we were able to track down our van and tell the police its current position so they could find it, and return it to us. The insurance company values this, and in turn this means a reduced premium for us.”

“TomTom WORK continues with aftercare”

Sarah Rickard talks about her experience of the TomTom WORK solution: “We have had a very efficient service, and we found that what differentiates TomTom WORK from other companies is the after sales support it provides. The support staff are extremely helpful.”