

Case Study

AGA RANGEmaster

Clive Taylor, Head of IT,
AGA Rangemaster

"What initially attracted us to INKWRX was the opportunity for us to trial the technology with no large upfront costs"

Why INKWRX

- **Reduce costs and invest elsewhere**

Utilising the INKWRX Tablet and Mobile forms means no more paper and no more printing costs.

- **Save time**

INKWRX Tablet and Mobile forms make completing paperwork quicker and easier than ever before.

- **Immediate Return on Investment**

Pay monthly per user for unlimited access to INKWRX with no large upfront costs.

- **Flexible and scalable**

Pay only for the users you have active and allow the solution to grow with your business.

Docuflow are a UK provider of end to end document services and solutions and are experts in helping organisations automate and reduce expensive manual paper based processes and are working with clients to help improve their processes by using the INKWRX solution.

Docuflow provides AGA Rangemaster with the fully paperless INKWRX tablet solution

As with any successful businesses, there are always ways in which to improve processes and provide a better service to customers and this is where an INKWRX data capture solution can help. By implementing the INKWRX tablet solution AGA Rangemaster have significantly reduced their administration time and improved their invoicing processes. One of the main attractions for AGA Rangemaster when considering the INKWRX solution was the fact that there are no large upfront costs.

Trialling the INKWRX solution

AGA Rangemaster were able to trial the solution and ensure the technology was suitable for their business processes with 1 user license and then go live with the entire Installation Delivery Team. By following this process, the benefits can be evidenced, and AGA Rangemaster were able to invest further in a solution that was suitable to their individual needs.

Key benefits achieved by AGA Rangemaster

By implementing the INKWRX tablet solution with the Installation Delivery Team, AGA Rangemaster have benefited from the following improvements:

- Pre-populated fields on the tablet form allows the users to have visibility of their work load and reduce the time to complete forms as the customer information is already available.
- Customer feedback can be sent to the call centre allowing the customer to be contacted on the same day which has improved customer relationship management.
- Customers can receive a copy of the form for their own records in near real time.
- Images from the installation and signatures providing proof of delivery are captured on the form therefore detailing all aspects of the installation to allow for the call centre to have all information available in one file.
- All completed tablet forms can be stored electronically which reduces the amount of paper used, scanning time, processes are fully automated, and a full electronic audit trail is available.

"The real benefits of using INKWRX are seen within the administration tasks in the office through full automated processing with no manual intervention required."

Clive Taylor, Head of IT, AGA Rangemaster

For more information visit www.docuflow.co.uk



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